

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: May 20, 2025

Inspection Number: 2025-1310-0004

Inspection Type:

Critical Incident

Licensee: Mackenzie Health

Long Term Care Home and City: Mackenzie Health Long Term Care Facility,
Richmond Hill

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 12, 13, 14, 2025

The following intake(s) were inspected:

- An intake related to the unknown cause of a fracture to a resident.

The following **Inspection Protocols** were used during this inspection:

Resident Care and Support Services
Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.

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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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