

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: June 17, 2025

Inspection Number: 2025-1310-0005

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): June 9, 11, 13, 16, 2025

The following intake(s) were inspected:

- One Intake related to the Physical abuse of a resident by staff.

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

WRITTEN NOTIFICATION: Residents' Bill of Rights

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NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 3 (1) 3.

Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

3. Every resident has the right to have their participation in decision-making respected.

The licensee failed to ensure that resident #001's rights related to decision making were respected when PSW #104 attempted to cover the resident's special treatment site in a manner that did not align with the resident's expressed preference.

Sources: Critical Incident Report (CIR), home's internal investigation file, resident #001's clinical record, interview with staff.

WRITTEN NOTIFICATION: Plan of care

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 29 (3) 18.

Plan of care

s. 29 (3) A plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident:

18. Special treatments and interventions.

The care plan for Resident #001 includes instructions to protect the special treatment site during bed baths by using a specific covering to prevent infection. However, it does not include how Resident #001 prefers this protection to be applied during the bed bath.

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

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