

Inspection Report under  
the Long-Term Care  
Homes Act, 2007

Rapport d'inspection prévue  
sous *la Loi de 2007 sur les foyers  
de soins de longue durée*

Long-Term Care Homes Division  
Long-Term Care Inspections Branch

Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Dec 6, 2019	2019_573581_0022	019455-19	Complaint

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**Licensee/Titulaire de permis**

Rykka Care Centres GP Inc.  
3760 14th Avenue Suite 402 MARKHAM ON L3R 3T7

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**Long-Term Care Home/Foyer de soins de longue durée**

Arbour Creek Long-Term Care Centre  
2717 King Street East HAMILTON ON L8G 1J3

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**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

DIANNE BARSEVICH (581), PHYLLIS HILTZ-BONTJE (129)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): November 28, 29, December 3 and 4, 2019.**

**This inspection was completed concurrently with Critical Incident System Inspection, inspection number 2019\_573581\_0021 and Follow-Up inspection number 2019\_573581\_0023.**

**The following intakes were completed during this complaint inspection:  
Log number 019455-19 related to falls prevention and management.**

**During the course of the inspection, the inspector(s) spoke with the Director of Care (DOC) and a family member.**

**During the course of the inspection, the inspector reviewed resident clinical records.**

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

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**Issued on this 6th day of December, 2019**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**