

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

Toronto District  
5700 Yonge Street, 5th Floor  
Toronto, ON, M2M 4K5  
Telephone: (866) 311-8002

## Public Report

**Report Issue Date:** November 26, 2025

**Inspection Number:** 2025-1437-0006

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** Advent Health Care Corporation

**Long Term Care Home and City:** Valleyview Residence, North York

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 14, 17-21, 24, 26, 2025.

The following intake(s) were inspected in this complaint inspection:

- Intake: #00160600 - related to falls prevention and management.
- Intake: #00161772 - related to resident care and service.

The following intake(s) were inspected in this Critical Incident (CI) inspection:

- Intake: #00160236 / CI #2954-000040-25 - related to falls prevention and management.

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

Resident Care and Support Services  
Contenance Care  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: 24-hour Admission Care Plan

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

**Non-compliance with: O. Reg. 246/22, s. 27 (1)**

24-hour admission care plan

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s. 27 (1) Every licensee of a long-term care home shall ensure that a 24-hour admission care plan is developed for each resident and communicated to direct care staff within 24 hours of the resident's admission to the home. O. Reg. 246/22, s. 27 (1).

A resident was admitted to the home on a specific date. The 24-hour admission care plan related to toileting was not developed within 24-hours.

**Sources:** Resident's clinical records and interview with the Registered Practical Nurse (RPN).

## WRITTEN NOTIFICATION: Required Programs

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

**Non-compliance with: O. Reg. 246/22, s. 53 (1) 3.**

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

3. A continence care and bowel management program to promote continence and to ensure that residents are clean, dry and comfortable.

The home's Continence Management Program Policy indicated that the registered staff were to complete a continence assessment using the assessment tool in Point Click Care (PCC) upon admission for all residents.

A resident was admitted to the home on a specific date. The Initial Continence Assessment in PCC was not completed upon admission as per home's policy.

**Sources:** Continence Management Program Policy # NRS-07-035 (Effective Date February 1, 2024), Resident's clinical records and interviews with the RPN.