



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

**Rapport d'inspection  
prévus le Loi de 2007  
les foyers de soins de  
longue durée**

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

Toronto Service Area Office  
55 St. Clair Avenue West, 8<sup>th</sup> Floor  
Toronto ON M4V 2Y7

Bureau régional de services de Toronto  
55, avenue St. Clair Ouest, 8<sup>ième</sup> étage  
Toronto, ON M4V 2Y7

**Ministère de la Santé et des Soins de  
longue durée**

Telephone: 416-325-9297  
1-866-311-8002

Téléphone: 416-325-9297  
1-866-311-8002

Division de la responsabilisation et de la performance du  
système de santé  
Direction de l'amélioration de la performance et de la  
conformité

Facsimile: 416-327-4486

Télécopieur: 416-327-4486

Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

<b>Date of inspection/Date de l'inspection</b> January 25, 2011	<b>Inspection No/ d'inspection</b> 2011_125_9510_25Jan105407  Log # T-1337-10	<b>Type of Inspection/Genre d'inspection</b>  Complaint
<b>Licensee/Titulaire</b>  Toronto Long-Term Care Homes and Services 55 John Street, Toronto, ON M6G 3C3		
<b>Long-Term Care Home/Foyer de soins de longue durée</b>  Castleview Wychwood Towers Toronto Long-Term Care Homes and Services 55 John Street, Toronto, ON M6G 3C3		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Marsha Hardwick #125		
<b>Inspection Summary/Sommaire d'inspection</b>		

The purpose of this inspection was to conduct a complaint inspection regarding shortage of staff.

During the course of the inspection, the inspector spoke with:

- Administrator
- Assistant Administrator
- Director of Care
- Registered Staff
- Third and Fourth Floor Unit Managers
- Personal Care Aides
- Resident

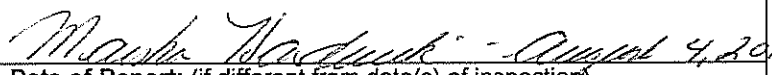
During the course of the inspection, the inspector:

- Reviewed Call-In Tracking Forms
- Reviewed Unfilled Shifts Form

The following Inspection Protocols were used during this inspection:

- Sufficient Staffing

There are no findings of Non-Compliance as a result of this inspection.

<b>Signature of Licensee or Representative of Licensee</b> <b>Signature du Titulaire du représentant désigné</b>	<b>Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.</b>  
<b>Title:</b> _____ <b>Date:</b> _____	<b>Date of Report:</b> (if different from date(s) of inspection). <i>August 4, 2011</i>