

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

**Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée**

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

**Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**

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**Public Copy/Copie du rapport public**

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 11, 2020	2020_654618_0011	000406-20, 002986-20	Critical Incident System

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**Licensee/Titulaire de permis**

Rykka Care Centres LP  
3760 14th Avenue Suite 402 MARKHAM ON L3R 3T7

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

Eatonville Care Centre  
420 The East Mall ETOBICOKE ON M9B 3Z9

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

CECILIA FULTON (618)

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

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**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): March 9, 10, 2020.**

**The following intake logs and corresponding Critical Incident System (CIS) reports were inspected:**

**Log #000406-20, CIS #2468-000001-20, related to Dignity, Choice and Privacy.**

**Log #002986-20, CIS #2468-000003-20, related to Prevention of Abuse.**

**During the course of the inspection, the inspector(s) spoke with the Director of Care, the Assistant Director of Care, Registered staff (RN/RPN), Personal Support Workers (PSW), and Residents.**

**During the course of the inspection, the inspector reviewed relevant resident records and the Home's investigation records and observed residents and staff to resident interactions.**

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

**Dignity, Choice and Privacy**

**Prevention of Abuse, Neglect and Retaliation**

**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 11th day of March, 2020**

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

**Original report signed by the inspector.**