

**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>
Aug 14, 2020	2020_631210_0008	008475-20, 010300-20	Complaint

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**Licensee/Titulaire de permis**

City of Toronto  
c/o Seniors Services and Long-Term Care 365 Bloor Street East, 15th Floor TORONTO  
ON M4W 3L4

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

Kipling Acres  
2233 Kipling Avenue ETOBICOKE ON M9W 4L3

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

SLAVICA VUCKO (210), IANA MOLOGUINA (763)

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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): July 22, 23, 24, 27, 28, 29, 30, August 4 and 5, 2020.**

**During the course of the inspection, the following complaint intake logs were inspected:**

**-Log #008475-20 and -Log #010300-20 related to personal support services.**

**This inspection was conducted concurrently with Critical Incident System (CIS) inspection #2020\_631210\_0009.**

**During the course of the inspection, the inspector(s) spoke with the Director of Care (DOC), Nurse Manager (NM), Manager of Resident Services, Registered Dietician (RD), Registered Practical Nurses (RPNs), Registered Nurses (RNs), Physiotherapist (PT), Personal Support Workers (PSWs) and family members.**

**The inspector performed observations of staff and resident interactions, provisions of care, reviewed residents' clinical records and relevant policies and procedures.**

**The following Inspection Protocols were used during this inspection:  
Hospitalization and Change in Condition**

**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 14th day of August, 2020**

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

**Original report signed by the inspector.**