



**Ministry of Health and  
Long-Term Care**

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

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

**Rapport d'inspection 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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TORONTO ON M2M 4K5  
Téléphone: (416) 325-9660  
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**Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 11, 2016	2016_302600_0003	005245-16, 003895-16.	Complaint

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**Licensee/Titulaire de permis**

WEST PARK HEALTHCARE CENTRE  
82 BUTTONWOOD AVENUE TORONTO ON M6M 2J5

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

WEST PARK LONG TERM CARE CENTRE  
82 BUTTONWOOD AVENUE TORONTO ON M6M 2J5

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

GORDANA KRSTEVSKA (600)

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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): February 22, 23, 24, 25, 29, and March 1, 2, 2016.**

**PLEASE NOTE: This inspection #2016\_302600\_0003 (005245-16 and 003895-16) occurred concurrently with complaint inspection #2016\_302600\_0002 (000031-15, 027625-15 and 001967-16). Non-compliance from this inspection #2016\_302600\_0003 (005245-16 and 003895-16) had been included in the report of the inspection #2016\_302600\_0002. [s. 19. (1)]  
The evidence of non-compliance was found during inspection #2016\_302600\_0003. [s. 19. (1)]**

**During the course of the inspection, the inspector(s) spoke with the executive director (ED), director of care (DOC), assistant director of care/educator (ADOCE), assistant director of care (ADOC), social worker (SW), physiotherapist (PT), pharmacist, registered nurses (RN), registered practical nurses (RPN), RAI MDS back up coordinators (RAI MDS), personal support workers (PSWs), agency registered nurse, power of attorney from Concerned Friends of Ontario Citizens in Care Facilities, and residents.**

**During the course of the inspection, the inspector conducted a medication administration observation (administering insulin), observed resident assistive device, observed resident and staff interactions, reviewed clinical health records, reviewed call bell reports, application to ADP, invoices, relevant home policies and procedures, and other pertinent documents.**

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

**Medication**

**Personal Support Services**

**Prevention of Abuse, Neglect and Retaliation**

**Sufficient Staffing**



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

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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**Issued on this 14th day of March, 2016**

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

**Original report signed by the inspector.**