



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

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

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

**Rapport d'inspection prévue  
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**

Central East Service Area Office  
419 King Street West Suite #303  
OSHAWA ON L1J 2K5  
Telephone: (905) 433-3013  
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Bureau régional de services du  
Centre-Est  
419 rue King Ouest bureau 303  
OSHAWA ON L1J 2K5  
Téléphone: (905) 433-3013  
Télécopieur: (905) 433-3008

**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 # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 25, 2019	2019_594746_0005	022811-17	Complaint

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**Licensee/Titulaire de permis**

Mackenzie Health  
10 Trench Street RICHMOND HILL ON L4C 4Z3

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

Mackenzie Health Long Term Care Facility  
10 Trench Street RICHMOND HILL ON L4C 4Z3

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

AMANDEEP BHELA (746)

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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  
7,8,11,12,13,14,15,19,20,21,22,25, and 26, 2019.**

**During the course of this inspection the following complaint intakes were  
inspected:  
022811-17, related to the care, treatment and medication administration.**

**During the course of the inspection, the inspector(s) spoke with Director of Care  
(Clinical)/NP (DOC(C)/NP), registered nurse (RN), registered practical nurse (RPN),  
social worker (SW), physician, private care giver and substitute decision-maker  
(SDM).**

**During the course of this inspection the inspector reviewed health records, and  
any relevant policies and procedures.**

**The following Inspection Protocols were used during this inspection:  
Dignity, Choice and Privacy  
Medication**

**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**

<b>Legend</b>	<b>Légende</b>
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.

Issued on this 25th day of March, 2019

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



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**Original report signed by the inspector.**