

**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>
Jul 27, 2021	2021_784762_0019	008711-21, 010160-21	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**

MOSES NEELAM (762)

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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): June 23 - 25, 28 -30, July 5 -9 and 12-13, 2021**

**The following intakes were completed in this complaint inspection:**

**Log in relation to a complaint made about medication administration and resident care**

**Log in relation to a complaint made about an alleged incident that occurred with resident care**

**During the course of the inspection, the inspector(s) spoke with Nurse Practitioner Director of Care (NPDOC), Director of Care (DOC), Registered Nurses (RNs), Registered Practical Nurses (RPNs), and Personal Support workers (PSWs)**

**During the course of this inspection the inspector reviewed records, observed resident and staff interactions, and conducted observation on resident home areas**

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

**Falls Prevention**

**Nutrition and Hydration**

**Personal Support Services**

**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 28th day of July, 2021**

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

**Original report signed by the inspector.**