

Ministry of Long-Term Care

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

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: April 8, 2025

Inspection Number: 2025-1310-0003

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: Mackenzie Health

Long Term Care Home and City: Mackenzie Health Long Term Care Facility,
Richmond Hill

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 1, 2, 3, 7, 2025

The following intake(s) were inspected:

- One intake related to an outbreak,
- One intake related to Follow-up #1 - CO #001 / 2025_1310_0001, O. Reg. 246/22 - s. 102 (2) (b), Infection Prevention and Control Program,
- One intake related to a complaint regarding fall prevention, and
- One intake related to improper/incompetent care of a resident

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2025-1310-0001 related to O. Reg. 246/22, s. 102 (2) (b)

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

Infection Prevention and Control
Falls Prevention and Management

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.

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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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