



**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**

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5700 rue Yonge 5e étage  
TORONTO ON M2M 4K5  
Téléphone: (416) 325-9660  
Télécopieur: (416) 327-4486

**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 28, 2019	2019_767643_0011	025273-18, 025274-18	Complaint

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**Licensee/Titulaire de permis**

Advent Health Care Corporation  
541 Finch Avenue West NORTH YORK ON M2R 3Y3

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

Valleyview Residence  
541 Finch Avenue West NORTH YORK ON M2R 3Y3

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

ADAM DICKEY (643)

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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): March 13, 14, 15, 19, 20 and 21, 2019.**

**The following complaint intakes were inspected during this inspection:**

**Log #025273-18 - related to falls prevention and management and dining and snack service; and**

**Log #025274-18 - related to falls prevention and management and continence care.**

**During the course of the inspection, the inspector(s) spoke with the Director of Resident Care (DRC), Clinical Services Manager, Registered Nurses (RN), Registered Practical Nurses (RPN), personal support workers (PSW), dietary aides, private caregivers, residents and family members.**

**During the course of the inspection the inspector conducted observation of staff and resident interactions and the provision of care, dining and snack services, reviewed resident health records and relevant policies and procedures.**

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

**Continence Care and Bowel Management**

**Falls Prevention**

**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 9th day of April, 2019

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



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**Original report signed by the inspector.**