

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

London District
130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Original Public Report	
Report Issue Date: September 1, 2023	
Inspection Number: 2023-1455-0005	
Inspection Type: Critical Incident	
Licensee: AXR Operating (National) LP, by its general partners	
Long Term Care Home and City: Riverside Place, Windsor	
Lead Inspector Cassandra Taylor (725)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY
<p>The inspection occurred onsite on the following date(s): August 30 - 31, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake: #00093549 - Critical Incident (CI) #2972-000009-23: relating to falls prevention and management. • Intake: #00093800 -CI #2972-000013-23: relating to Infection Prevention and Control.

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

- Infection Prevention and Control
- Reporting and Complaints
- Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Reporting and Complaints

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 108 (1) 3. i.

The licensee failed to ensure the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010, was provided to a person who made a complaint.

A complaint letter was submitted to the home and the response letter back to the complainant did not include the contact information for the Ministry's toll-free telephone number for making complaints about homes and its hours of service and the contact information for the patient ombudsman.

The Director of Care (DOC) confirmed that the information was not included in the written responses.

Sources: Complaint Letters and interview with the DOC.

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