



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

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

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

**Rapport d'inspection 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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**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>
Apr 16, 2018	2018_598570_0007	028609-16, 033604-16, 001651-17	Complaint

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**Licensee/Titulaire de permis**

Revera Long Term Care Inc.  
5015 Spectrum Way, Suite 600 MISSISSAUGA ON L4W 0E4

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

MacKenzie Place  
52 George Street NEWMARKET ON L3Y 4V3

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

SAMI JAROUR (570)

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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): April 3, 4, 5 & 6, 2018**

**Complaints Logs inspected:**

**Log #028609-16 related to residents' rights, laundry services, pain management, recreational and social activities and menu planning;**

**Log #033604-16 related to no assistance in an activity of daily living; and**

**Log #001651-17 related to medication administration to a resident.**

**During the course of the inspection, the inspector(s) spoke with the Executive Director (ED), Director of Care (DOC), Recreation Manager, Food Services Manager, Staff Educator, Registered Nurse (RN), Registered Practical Nurse (RPN), Physiotherapist, Dietary Aide, Recreation Aide and Personal Support Workers (PSW).**

**During the course of the inspection, the inspector, toured the home, reviewed clinical health records of identified residents and relevant policies, completed a dining observation and observed staff to resident and resident to resident interactions.**

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

**Accommodation Services - Laundry**

**Dignity, Choice and Privacy**

**Dining Observation**

**Pain**

**Personal Support Services**

**Recreation and Social Activities**

**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**

Legend

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

Legendé

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).

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

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 16th day of April, 2018

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

**Original report signed by the inspector.**