Ministry of Health and Long-Term Care

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch
Toronto Service Area Office

55 St. Clair Avenue West, 8th Floor
Toronto ON M4V 2Y7

Telephone: 416-325-9297
1-866-311-8002

Facsimile: 416-327-4486

Ministère de la Santé et des Soins de longue durée

Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité
Bureau régional de services de Toronto

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FEB 0 2 2011

Ms. Evelyn MacDonald
Administrator
Eatonville Care Centre
420 The East Mall
Etobicoke ON M9B 3Z9

Dear Ms. MacDonald:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted **December 13, 14, 2010** under the *Long-Term Care Homes Act, 2007* (LTCHA) for the purpose of ensuring compliance with requirements under the LTCHA.

This inspection report must be posted in the home, in a conspicuous and easily accessible location in accordance with the LTCHA, 2007, S.O. 2007, c.8, s.79 (1) and (2).

A copy of the ***Inspection Report-Public Copy*** must be made available without charge upon request. The report will also be on file with the Toronto Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

A. Morrill
for Catherine Palmer
LTC Homes Inspector

A. Morrill
for Nicole Ranger
LTC Homes Inspector

Ontario

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

Rapport d'inspection prévue le *Loi de 2007 les foyers de soins de longue durée*

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☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
December 13 and December 14, 2010	2010_152_2468_13Dec103300	Complaint

Licensee/Titulaire
2102677 Ontario Inc. as General Partner for Rykka Care Centres LP
50 Samor Road, Suite 205
Toronto, ON
M6A 1J6
Fax 416-479-4346

Long-Term Care Home/Foyer de soins de longue durée
Eatonville Care Centre (formerly Highbourne Lifecare Centre)
420 The East Mall
Etobicoke ON M9B 3Z9

Name of Inspector(s)/Nom de l'inspecteur(s)
Catherine Palmer (152) and Nicole Ranger (189)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection.

During the course of the inspection the inspectors spoke with the administrator, assistant director of care, registered staff.

During the course of the inspection, the inspectors reviewed resident's health care record, reviewed resident admission agreement, completed interviews.

The following Inspection Protocols were used during this inspection:
Personal Support Services
Resident Charges

☒ There are no findings of Non-Compliance as a result of this inspection.

Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné	Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé. Cathy Palmer Nicole Paul
Title: Date:	Date of Report: (if different from date(s) of inspection). January 7, 2011