

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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MAR 24 2011

Ms. Anne Deelstra McNamara
Administrator
Leisureworld Caregiving Centre – Norfinch
22 Norfinch Drive
North York, ON M3N 1X1

Dear Ms. McNamara:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted **December 29, 2010; January 20, 2011**, 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 handwritten signature in cursive script, appearing to read "A. Merrill".
for Nicole Ranger
LTC Homes Inspector

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☒ **Public Copy/Copie Public**

Date(s) of inspection/Date de l'inspection December 29, 2010 and January 20 th , 2011	Inspection No/ d'inspection 2010_189_2918_29Dec104555	Type of Inspection/Genre d'inspection Complaint T-2834
Licensee/Titulaire 2063414 Ontario Limited as General Partner of 2063414 Investment LP 302 Town Centre Blvd., Suite #200 Toronto, Ontario L3R 0E8		
Long-Term Care Home/Foyer de soins de longue durée Leisureworld Caregiving Centre - Norfinch 22 Norfinch Drive North York, Ontario M3N 1X1		
Name of Inspector(s)/Nom de l'inspecteur(s) Nicole Ranger (189)		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a Complaint inspection for Discharge During the course of the inspection, the inspector spoke with: Administrator, Director of Care, Office Manager, Registered Staff. During the course of the inspection, the inspector: Review health care records Reviewed the homes Aggressive Behaviour Management and Discharge Policies The following Inspection Protocols were used in part or in whole during this inspection: Responsive Behaviours Inspection Protocol Resident Charges Inspection Protocol Admission and Discharge Inspection Protocol ☒ There are no findings of Non-Compliance as a result of this inspection.		

NON- COMPLIANCE / (Non-respectés)
Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

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

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.)

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

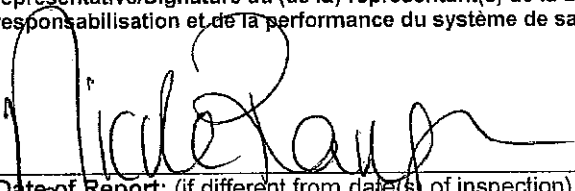
Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désigné

**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.**

Title:

Date:

Date of Report: (if different from date(s) of inspection).


 March 8th, 2011