

Home Profile Report

Licence Number	T0050
Licensee	ACC-003183 - Elgin Manor Communities Inc.
Licence Status	Issued
Licence Issue Date	11/23/2012
Retirement Home	Delmanor Elgin Mills
Address	80 Elgin Mills Road E.
City	Richmond Hill
Postal Code	L4C 0L3
Official Language	English
Number of Suites	122
Number of Subsidized Suites	0
Capacity	148
Sprinklers? (Each Suite)	Yes
Primary Contact Name	Jason Anderson
Primary Contact Email	janderson@delmanor.com
Operator Name	Jason Anderson
Operator Email	janderson@delmanor.com
Operator Phone Number	905-770-7963
Outbreak?	No
Most Recent Outbreak	
Public Health Unit	York Region Public Health
PHU Website	https://www.york.ca/wps/portal/yorkhome/health
Care Services	Dementia Care Program,Administration of Drugs or Another Substance,Practice of Pharmacy,Practice of Medicine,Assistance with Bathing,Assistance with Personal Hygiene,Assistance with Ambulation,Assistance with Feeding,Continence Care,Provision of a Meal,Assistance with Dressing,Practice of Nursing
Risk Level	Low
Inspector	Michele Davidson

Enforcement Cases

Case Number	Case Open Date	Case Status	Summary	Enforcement Activity Type	Enforcement Activity Sub T
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Compliance Support Cases

Case Number	Case Open Date	Case Status	Disposition	Specialist
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Compliant Documents

Document

type

Compliance Monitoring Cases

Case Number	CM Activity Type	CM Activity Sub Type	Date of Issuance	Case Status - Compliance Monitoring	Requirement Type
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Complaint Cases

Case Number	Case Open Date	Case Status	Complaint Type	Summary
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HCCSS Direct Care Arrangement Cases

Case Number	Case Open Date	Incident Type	Incident Sub Type	Summary	Case Sta
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Incident Cases

Case Number	Case Open Date	Incident Type	Allegation Type	Summary	Case Status	Reason for Closing Incident
<u>INC-20-09268</u>	12/18/2020 12:00 AM	General Inquiry		Procedure for residents who go out to have dinner with families at Christmas and return to the home on the same day.	Resolved	Closed
<u>INC-21-00017</u>	1/2/2021 12:00 AM	Outbreak		2021-01-05: PH placed the home in covid-19 outbreak on January 5 2020.	Resolved	Closed
<u>INC-21-01021</u>	2/5/2021 12:00 AM	General Inquiry		The home reported suspect outbreak on Feb 5, 2021	Resolved	Closed
<u>INC-21-01872</u>	3/10/2021 12:00 AM	Outbreak		2021-03-12: PH report received stating the home has been declared in an outbreak on March 11, 2021. 2021-03-10: Home reported surveillance outbreak as of March 10, 2021 2021-03-30: Outbreak declared over by York Public Health as of March 30, 2021	Resolved	Closed
<u>INC-21-02568</u>	4/5/2021 12:00 AM	Licence Administration		Notice of Change re: operations manager	Resolved	Closed

Description

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<u>INC-21-02666</u>	4/8/2021 12:00 AM	General Inquiry		requesting information regarding Covid regulations going into the latest lockdown for retirement homes. This is for new resident moving in from hospital	Resolved
<u>INC-21-03179</u>	4/28/2021 12:00 AM	Mandatory Report		staff to resident emotional abuse -	Resolved
<u>INC-21-08259</u>	12/7/2021 12:00 AM	Licence Inquiry - EEI			Resolved
<u>INC-21-08294</u>	12/7/2021 12:00 AM	Licence Administration		NoC - Primary Contact	Resolved
<u>INC-21-08317</u>	12/8/2021 12:00 AM	Licence Administration		NoC - Decrease suit count	Resolved
<u>INC-22-00001</u>	1/2/2022 12:00 AM	Outbreak		2022-02-23: PH declared home out of OB as of February 18, 2022.	Resolved
<u>INC-22-02630</u>	4/7/2022 12:00 AM	Licensing Inquiry		Would like to know if home may have memory care per suite or entire floor.	Resolved
<u>INC-22-02695</u>	4/8/2022 12:00 AM	Outbreak		PH informed RHRA regarding Outbreak status via email on April 6/22 PH declared OB over as of April 15, 2022	Resolved
<u>INC-22-04771</u>	7/4/2022 12:00 AM	Outbreak		2022/07/04: OB declared as of July 2/2022 2022/07/11: OB declared over as of July 11/2022	Resolved
<u>INC-22-05584</u>	8/3/2022 12:00 AM	Outbreak		2022/08/03 - PH reported OB start date August 1 2022 2022/08/22: OB declared over as of Aug 21/2022	Resolved
<u>INC-22-05597</u>	8/4/2022 12:00 AM	Licence Administration			Resolved
<u>INC-22-06952</u>	9/26/2022 12:00 AM	General Inquiry		2022/09/26: Suspect OB reported Sept 25/2022	Resolved

Closed

Closed

Closed

Closed

Closed

Closed

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Closed

Closed

<u>INC-22-07143</u>	10/3/2022 12:00 AM	Outbreak		2022/10/03: OB declared as of Oct 1/2022 2022/10/17: OB declared over as of Oct 17/2022	Resolved
<u>INC-22-07981</u>	10/31/2022 12:00 AM	Mandatory Report		Resident believed to be missing as sister took her out of home but did not notify staff. No injuries	Resolved
<u>INC-22-07983</u>	10/31/2022 12:00 AM	Mandatory Report		POA notified RH that Resident attempted suicide Resident sent to hospital RH informed POA that a referral to a psychogeriatrician would be beneficial	Resolved
<u>INC-22-08462</u>	11/15/2022 12:00 AM	Licence Administration			Resolved
<u>INC-22-08518</u>	11/16/2022 12:00 AM	Licence Administration			Resolved
<u>INC-22-09388</u>	12/20/2022 12:00 AM	Mandatory Report		Resident-to-resident physical altercation. No injuries.	Resolved
<u>INC-23-02367</u>	3/28/2023 12:00 AM	Potential Mandatory Reports		Physical Altercation Resident living with dementia attempted to hit his wife Aggressor sent to hospital and passed away there	Resolved
<u>INC-23-02802</u>	4/17/2023 12:00 AM	Licence Administration			Resolved
<u>INC-23-05447</u>	5/3/2023 1:37 PM	Outbreak		2023/05/03: OB declared as of May 3/2023 2023/05/24: OB declared over as of May 24/2023 2023/05/26: PH reopened OB May 25/2023 2023/06/02: OB declared over as of June 2/2023	Resolved

Closed

Closed

Closed

Closed

Closed

Closed

Closed

Closed

Resolved

<u>INC-23-05480</u>	5/3/2023 5:44 PM	Outbreak		2023/05/04: Email regarding pre-existing OB case. Case linked.	Resolved
<u>INC-23-06315</u>	6/19/2023 9:06 AM	Outbreak		2023/06/19: OB declared as of June 16/2023 2023/07/04: O declared over as of June 30/2023	Resolved
<u>INC-23-07720</u>	8/15/2023 4:24 PM	Potential Mandatory Reports		Break and enter. Unspecified item missing.	Resolved
<u>INC-23-08325</u>	9/13/2023 11:32 AM	Potential Mandatory Reports		2023/09/19: Report of financial abuse of resident by family member	Resolved
<u>INC-23-09407</u>	11/2/2023 12:25 PM	Outbreak		COVID-19 outbreak declared by public health 11-02-2023. 2270-2023-00429. Writer unable to confirm date declared over. Noted it as today's date.	Resolved
<u>INC-23-10057</u>	11/28/2023 10:04 AM	Potential Mandatory Reports		2023/11/28: Resident to resident altercation, no injuries (Jean Lindley, Joseph Jansa)	Resolved

Inspection Cases

Case Number	Inspection Type	Allegation Type	Inspection Date	Follow-up Date (if applicable)	Inspector	Status	Summary
<u>INS-21-05775</u>	Routine		8/26/2021		Michele Davidson	Closed - Completed	
<u>INS-23-04725</u>	Routine				Michele Davidson	New	

Non-Compliance Summary

Retirement Home Name: Delmanor Elgin Mills

Number of Citations					
Legislation	Section	Sub Section	Sub Sub Section	Risk Level	Total
					0

Resolved
Resolved
Resolved
Resolved
Resolved
Resolved

Conditional Format List



Number of Citations Greater than 0

Risk Level Equal to Do not follow up

Risk Level Equal to High Risk

Risk Level Equal to Medium High

Risk Level Equal to Medium Low or Low