

Ministry of Long-Term Care

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

Toronto District

5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Public Report**Report Issue Date:** November 25, 2025**Inspection Number:** 2025-1531-0007**Inspection Type:**

Complaint
Critical Incident

Licensee: City of Toronto**Long Term Care Home and City:** Bendale Acres, Scarborough**INSPECTION SUMMARY**

The inspection occurred onsite on the following dates: November 19, 20, 21, 24, 25, 2025.

The following intakes were inspected:

- Intake: #00160609- Critical Incident System (CIS) # M504-000056-25 alleged incident of resident abuse;
- Intake: #00158526- CIS # M504-000050-25 related to a fall with an injury;
- Intake: #00160392- related to a complaint on a resident's care and communication.

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

Resident Care and Support Services
Prevention of Abuse and Neglect
Responsive Behaviours
Falls Prevention and Management

INSPECTION RESULTS**WRITTEN NOTIFICATION: Duty to protect**

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

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s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

A resident touched another resident in an inappropriate manner. A Personal Support Worker (PSW) immediately separated the residents and stated that the resident who was touched was unable to provide consent.

Sources: Two resident's clinical records; and interviews with a PSW and other staff.