

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: February 27, 2026

Inspection Number: 2026-1007-0002

Inspection Type:
Proactive Compliance Inspection

Licensee: Vigour Limited Partnership on behalf of Vigour General Partner Inc.

Long Term Care Home and City: Cheltenham Community, North York

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 17, 2026
The inspection occurred offsite on the following date(s): February 18, 26-27, 2026

The following intake was inspected:

-Intake: #00170570 was related to Proactive Compliance Inspection Generator Initiative

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

Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION: Maintenance services

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

Non-compliance with: O. Reg. 246/22, s. 96 (1) (b)

Maintenance services

s. 96 (1) As part of the organized program of maintenance services under clause 19 (1) (c) of the Act, every licensee of a long-term care home shall ensure that,
(b) there are schedules and procedures in place for routine, preventive and remedial maintenance.

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In accordance with O. Reg 246/22, s. 11 (1) (b), the licensee is required to ensure that procedures that are in place for routine, preventive and remedial maintenance are complied with.

Specifically, the licensee's generator policy required preventative maintenance and testing on a daily, weekly, and monthly basis. However, these inspections were not completed in accordance with the home's established policies and procedures. Additionally, the generator was subjected to mandatory semi-annual and annual testing. Throughout 2025 and up to February 23, 2026, no semi-annual or annual testing was conducted.

Sources: Record reviews of generator service provider reports, home's generator policy' and interviews with the Maintenance Aide, Building Services Manager and generator service provider staff.

COMPLIANCE ORDER CO #001 Generators

NC #002 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 22 (1)

Generators

s. 22 (1) Subject to subsections (2) and (3), every licensee of a long-term care home shall ensure that the home is served by a generator that is available at all times and that has the capacity to maintain, in the event of a power outage,

(a) the heating system;

(b) emergency lighting in hallways, corridors, stairways and exits; and

(c) essential services, including dietary services equipment required to store food at safe temperatures and prepare and deliver meals and snacks, equipment required to store drugs at safe temperatures and to prepare and deliver drugs, the resident-staff communication and response system, elevators and life support, safety and emergency equipment. O. Reg. 246/22, s. 22 (1); O. Reg. 66/23, s. 2.

The Inspector is ordering the licensee to prepare, submit and implement a plan to ensure compliance with O. Reg. 246/22, s. 22 (1) [FLTCA, 2021, s. 155 (1) (b)]:

The plan must include but is not limited to:

-Procurement of a generator to be available on-site at all times that has the capacity to maintain the required systems and services (O. Reg. 246/22, s. 22 (1) paragraphs a through c) in the home.

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-The plan should also include name of the qualified individual and/or contractor, the time period for the contract, who will maintain and service the generator, where it will be located and how the services/ equipment will be connected.

-The plan should also include a complete full assessment of all systems and essential services connected to generator power by qualified individual and/or contractor.

Please submit the written plan for achieving compliance for inspection #2026-1007-0002 by May 1, 2026.

Please ensure that the submitted written plan does not contain any PI/PHI.

Grounds

The home's generator did not have the capacity to maintain the heating system during a power outage, nor could it sustain emergency lighting in hallways, corridors, stairwells, and exits. It also lacked the capacity to run essential services such as equipment required to store medications at safe temperatures and to prepare and distribute them; elevators; and critical life-support, safety, and emergency systems.

The Building Services Manager (BSM) confirmed that the on-site generator did not have the capacity to maintain all essential services at the long-term care home in the event of power outage.

Failure to ensure the on-site generator had the capacity to maintain essential services poses gaps in the care and services afforded to the residents, and in turn posed risk to the safety, comfort, and well-being of residents.

Sources: The home's generator's policy and interview with the BSM.

This order must be complied with by June 15, 2026

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

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If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
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Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.