

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:** December 18, 2025

**Inspection Number:** 2025-1247-0006

**Inspection Type:**  
Critical Incident

**Licensee:** The Re kai Centres

**Long Term Care Home and City:** Sherbourne Place, Toronto

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 12, 15-18, 2025. The following Critical Incident System (CI) intake(s) was inspected: Intake: #00163118 (CI 2754-000010-25) was related to fall prevention and management.

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

Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Transferring and positioning techniques

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

**Non-compliance with: O. Reg. 246/22, s. 40**

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

A resident had an unwitnessed fall, complained of pain and was not able to weight bear. Several staff manually assisted the resident when they moved them from the ground to their bed. The home's Fall Prevention Program policy directed staff not to move the

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resident if they were unable to weight bear and to call 911. The staff did not follow the home's policy, the resident was transferred to hospital and diagnosed with an injury.

**Sources:** Policy Falls Prevention Program (last updated January 2025), resident's clinical records and interviews with staff.



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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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