

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: March 4, 2026
Inspection Number: 2026-1247-0002
Inspection Type: Proactive Compliance Inspection
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): March 2, 3, 4, 2026

The following intake(s) were inspected:

-Intake: #00171875 - 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.

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

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complied with.

Specifically, the licensee's generator policies required preventative maintenance and testing on a weekly and monthly basis. For 2025, weekly and monthly preventative maintenance and testing were not completed on multiple scheduled dates.

Failure to complete required generator maintenance and testing jeopardized residents' safety by risking loss of critical power during an outage.

Sources: Home's policies Emergency Diesel Generator and Preventative Maintenance Schedule, generator maintenance log book, interview with Environmental Services Supervisor.