

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: April 20, 2026
Inspection Number: 2026-1247-0004
Inspection Type: Complaint Follow up
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): April 14-17, 20, 2026
The following intake(s) were inspected:
Intake: #00168528 was a complaint regarding housekeeping and Infection prevention and control (IPAC) concerns.
Intake: #00172409 was a Follow-up Compliance Order (CO) #001 / 2026_1247_0001, related to continence care.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2026-1247-0001 related to O. Reg. 246/22, s. 56 (2) (b).

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

Continence Care
Housekeeping, Laundry and Maintenance Services

INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the licensee

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prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

Non-compliance with: FLTCA, 2021, s. 6 (10) (b)

Plan of care

s. 6 (10) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when,

(b) the resident's care needs change or care set out in the plan is no longer necessary;
or

A resident's care plan was not updated and revised when they were diagnosed with an infection.

Sources: Review of a resident's clinical records, and interviews with staff.

Date Remedy Implemented: March 2026



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

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