

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: June 13, 2025
Inspection Number: 2025-1228-0002
Inspection Type: Complaint Critical Incident Follow up
Licensee: Harold and Grace Baker Centre
Long Term Care Home and City: Harold and Grace Baker Centre, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 9, 10, 11, 12, 13, 2025

The following intake(s) were inspected:

- Intake: #00141856 - Alleged staff to resident physical abuse.
- Intake: #00142095 - Fracture of unknown origin.
- Intake: #00142170 - Alleged staff to resident physical/emotional abuse and improper positioning.
- Intake: #00143550 - Follow-up #: 1 - FLTCA, 2021 - s. 6 (4) (a), compliance due date (CDD) date is May 9, 2025
- Intake: #00148062 -Acquired Respiratory Infection (ARI) Outbreak
- Intake: #00148165 and intake #000143646- Complaint alleging resident neglect, environmental concerns and staff failing to follow procedures.

Previously Issued Compliance Order(s)

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

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

Order #001 from Inspection #2025-1228-0001 related to FLTCA, 2021, s. 6 (4) (a)

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

- Contenance Care
- Resident Care and Support Services
- Housekeeping, Laundry and Maintenance Services
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Staffing, Training and Care Standards
- Residents' Rights and Choices

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty of licensee to comply with plan

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee has failed to ensure that the care set out in the plan of care was provided to the resident as specified in the plan. Specifically, on a day in March 2025, the physician specified that the ordered procedure should not be completed until the end of April, however the procedure was completed for the resident on a day in March 2025, as confirmed by the Director of Care (DOC).

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

Sources: Resident's physical chart, home's client services response form and interview with the DOC.

WRITTEN NOTIFICATION: Required Programs

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 53 (1) 4.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

4. A pain management program to identify pain in residents and manage pain. O. Reg. 246/22, s. 53 (1); O. Reg. 66/23, s. 10.

The licensee has failed to ensure that the required interdisciplinary pain management program was implemented when a 72-Hour Pain Monitoring Tool was not initiated for a resident's new onset of pain. Progress notes indicated that a resident was experiencing pain on a day in February, 2025 and a 72-Hour Pain Monitoring Tool was not initiated until a day in March, 2025.

Sources: Resident health care records; 72-Hour Pain Monitoring Tool initiated March 3, 2025; Pain Assessment and Management Procedure, Index: CARE8-010.01, reviewed March 31, 2024; and interviews with DOC and other staff.



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

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