

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:** October 30, 2025

**Inspection Number:** 2025-1228-0005

**Inspection Type:**

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): October 24, 27-30, 2025

The following intake(s) were inspected:

- Intake: #00155856 was related to follow-up on residents' right of privacy and confidentiality.
- Intake: #00159008/Critical Incident System (CIS) #2732-000034-25 was related to a disease outbreak.

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:  
Order #001 from Inspection #2025-1228-0003 related to FLTCA, 2021, s. 3 (1) 18.

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

Infection Prevention and Control  
Residents' Rights and Choices

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Housekeeping

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

**Non-compliance with: O. Reg. 246/22, s. 93 (2) (b) (iii)**

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for, (b) cleaning and disinfection of the following in accordance with manufacturer's specifications and using, at a minimum, a low level disinfectant in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices:

(iii) contact surfaces;

The licensee has failed to ensure that contact surfaces in a resident's room were disinfected.

In accordance with O. Reg 246/22 s. 11 (1) (b), the licensee was required to ensure that procedures were developed and implemented for cleaning and disinfection of contact surfaces.

Specifically, the housekeeper failed to comply with the home's policy, which required staff to use a disinfectant solution to disinfect high touch surfaces. On an specified date, the housekeeper was noted cleaning a resident's room; however, high touch surfaces such as bedrails, call bell, cords, bed control, TV, remote control, bedside table, dresser top, over bed table, windowsill and furnishing were not disinfected as required.

**Sources:** Observation; review of the home's "High Touch Surface Cleaning and Disinfection Policy" (#EVS2-P10.16, last modified on May 14, 2025); and interviews with Housekeeper and Assistant Director of Care (ADOC).