

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: November 25, 2025

Inspection Number: 2025-1073-0007

Inspection Type:
Critical Incident

Licensee: Kindera Living Care Centres LP by its general partners, Kindera Living Care Centres GP Inc. and Kindera Living Management Inc.

Long Term Care Home and City: Eatonville Care Centre, Etobicoke

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 19, 20, 21, 24, 25, 2025

The following Critical Incident (CI) intake was inspected:
Intake: #00160428 - related to fall and injury

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

Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

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

Non-compliance with: FLTCA, 2021, s. 6 (11) (b)

Plan of care

s. 6 (11) When a resident is reassessed and the plan of care reviewed and revised,
(b) if the plan of care is being revised because care set out in the plan has not been effective, the licensee shall ensure that different approaches are considered in the revision of the plan of care.

A resident sustained a fall on a specified date, resulting in a change in their health

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status that required treatment. Specific fall prevention interventions were recommended, however these interventions were already in place prior to the fall and were not effective. The resident experienced another fall, sustaining further change in their health status. The home did not consider alternative approaches when revising the plan of care.

Sources: Observation, review of home's investigation file, home's policy Falls Prevention and Management, interviews with home's staff.