

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 27, 2025

Inspection Number: 2025-1317-0004

Inspection Type:
Critical Incident

Licensee: 2063414 Investment LP, by its general partner, 2063414 Ontario Limited

Long Term Care Home and City: Harmony Hills Community, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 19 - 21, 24, 26, 27, 2025

The following intakes were inspected in this Critical Incident System (CIS) inspection:

- Intake: #00158432/CIS #2832-000012-25 – related to resident care
- Intake: #00158782/CIS #2832-000013-25 - related to falls prevention and management

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

Resident Care and Support Services
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 (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.

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The resident's plan of care specified that the resident required assistance with an activity of daily living.

Personal Support Worker (PSW), Assistant Director of Care (ADOC) and investigation notes confirmed, assistance was not provided to the resident as specified in the resident's plan of care. The resident's plan of care was not followed.

Source: Review of the resident's clinical records, investigation notes, interviews with PSW and ADOC.

WRITTEN NOTIFICATION: Skin and Wound

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

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (iv)

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

(iv) is reassessed at least weekly by an authorized person described in subsection (2.1), if clinically indicated;

The resident sustained altered skin integrity. As per the home's skin and wound program and an interview with the ADOC, the weekly skin and wound assessments were not completed on several occasions.

Sources: Review of the resident's clinical records and interview with ADOC.