

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: July 17, 2025

Inspection Number: 2025-1381-0004

Inspection Type:

Complaint

Licensee: Mon Sheong Foundation

Long Term Care Home and City: Mon Sheong Richmond Hill Long Term Care Centre, Richmond Hill

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 15-17, 2025

The following intake(s) were inspected:

- A complainant related to air conditioning not working.

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

Safe and Secure Home
Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: Reporting and complaints

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

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Non-compliance with: FLTCA, 2021, s. 26 (1) (c)

Complaints procedure — licensee

s. 26 (1) Every licensee of a long-term care home shall,

(c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

The licensee failed to immediately forward to the Director any written complaint that it receives concerning the operation of a long-term care home (LTCH).

The Ministry of Long-Term Care (MLTC) received a complaint via the ActionLine on a specified date with regards to the air temperatures in the LTCH. In the complaint, the complainant identified that they had also filed a complaint in writing with the LTCH. During an interview with a staff member it was reported that unless a complainant clearly labels their complaint as such, the LTCH does not notify the Director.

Sources: record review, interview with staff.

WRITTEN NOTIFICATION: Air conditioning requirements

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

Non-compliance with: O. Reg. 246/22, s. 23.1 (3) 1.

Air conditioning requirements

s. 23.1 (3) The licensee shall ensure air conditioning is operating, and is used in accordance with the manufacturer's instructions, in each area of the long-term care home described in subsection (1) in either of the following circumstances:

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1. When needed to maintain the temperature at a comfortable level for residents during the period and on the days described in subsections (1) and (2).

The licensee failed to ensure air conditioning is operating when needed to maintain the temperature at a comfortable level for residents during the period from May 15 to September 15 as required.

The MLTC received an anonymous complaint indicating concern with regards to the functionality of the heating, ventilation and air conditioning (HVAC) system due to increased ambient temperatures in the LTCH. During an inspection of this complaint, it was determined that the LTCH had been experiencing ongoing issues with their HVAC system and had become aware of the issue some time after May 9, 2025. The issue was not fully corrected until early July 2025 with delays on the part of the LTCH noted relevant to the engagement of their contracted service provider for the necessary repairs.

Sources: interview with staff, record review.



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

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