

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: January 15, 2026

Inspection Number: 2025-1057-0004

Inspection Type:
Proactive Compliance Inspection

Licensee: Norwood Nursing Home Limited

Long Term Care Home and City: Norwood Nursing Home, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 6, 7, 12, 2026

The inspection occurred offsite on the following date(s): January 8, 2026

The following intake was inspected

Intake: #00166682 was related to a Proactive Compliance Inspection

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

- Medication Management
- Infection Prevention and Control
- Staffing, Training and Care Standards

INSPECTION RESULTS

WRITTEN NOTIFICATION: Nursing and personal support services

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

Non-compliance with: O. Reg. 246/22, s. 35 (2)

Nursing and personal support services

s. 35 (2) Every licensee of a long-term care home shall ensure that there is a written staffing plan for the programs referred to in clauses (1) (a) and (b).

The licensee was required to have a written staffing plan for their organized programs of nursing and personal support services. Despite the home having staffing and

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contingency schedule charts in place to refer to, no written staffing plan for the organized programs mentioned above was in place at the home.

Sources: Review of home's current staffing schedule plans and contingency plans; Interview with Director of Care (DOC) and Assistant Director of Care (ADOC).

WRITTEN NOTIFICATION: Nursing and personal support services

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

Non-compliance with: O. Reg. 246/22, s. 35 (4)

Nursing and personal support services

s. 35 (4) The licensee shall keep a written record relating to each evaluation under clause (3) (e) that includes the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that those changes were implemented.

In review of the staffing plans in the home, it was identified that there was no written record of staffing plan evaluation available at the home for 2025. The Director of Care confirmed that there was no written record relating to evaluation of staffing plans for 2025.

Sources: Record of requested items list provided by the home; Interview with DOC and ADOC.