

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:** April 8, 2026

**Inspection Number:** 2026-1057-0003

**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): February 17, 2026  
The inspection occurred offsite on the following date(s): February 18, 19, 2026, March 17, 18, 2026 and April 2, 7, 8, 2026

The following intake was inspected:

- Intake: #00169835 - Proactive Compliance Inspection Generator Initiative

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

Safe and Secure Home

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Maintenance Services

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

**Non-compliance with: O. Reg. 246/22, s. 96 (1) (b)**

Maintenance services

s. 96 (1) As part of the organized program of maintenance services under clause 19 (1) (c) of the Act, every licensee of a long-term care home shall ensure that,  
(b) there are schedules and procedures in place for routine, preventive and remedial maintenance.

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The home's portable generator was not included in the home's preventative maintenance program.

**Sources:** Review of a policy, and interview with a manager.

### WRITTEN NOTIFICATION: Emergency Plans

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

**Non-compliance with: O. Reg. 246/22, s. 268 (10) (a)**

Emergency plans

s. 268 (10) The licensee shall,

(a) on an annual basis test the emergency plans related to the loss of essential services, fires, situations involving a missing resident, medical emergencies, violent outbursts, gas leaks, natural disasters, extreme weather events, boil water advisories, outbreaks of a communicable disease, outbreaks of a disease of public health significance, epidemics, pandemics and floods, including the arrangements with the entities that may be involved in or provide emergency services in the area where the home is located including, without being limited to, community agencies, health service providers as defined in the Connecting Care Act, 2019, partner facilities and resources that will be involved in responding to the emergency.

The home had not tested their emergency plan for loss of essential services on an annual basis.

**Sources:** Interviews with the management staff.

### WRITTEN NOTIFICATION: Website

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 271 (1) (f)**

Website

s. 271 (1) Every licensee of a long-term care home shall ensure that they have a website that is open to the public and includes at a minimum,

(f) the current version of the emergency plans for the home as provided for in section 268.

The home's website did not include the home's emergency plans.

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**Sources:** Review of the home's website.

## COMPLIANCE ORDER CO #001 Generators

NC #004 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

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

Generators

s. 22 (1) Subject to subsections (2) and (3), every licensee of a long-term care home shall ensure that the home is served by a generator that is available at all times and that has the capacity to maintain, in the event of a power outage,

(a) the heating system;

(b) emergency lighting in hallways, corridors, stairways and exits; and

(c) essential services, including dietary services equipment required to store food at safe temperatures and prepare and deliver meals and snacks, equipment required to store drugs at safe temperatures and to prepare and deliver drugs, the resident-staff communication and response system, elevators and life support, safety and emergency equipment. O. Reg. 246/22, s. 22 (1); O. Reg. 66/23, s. 2.

**The Inspector is ordering the licensee to prepare, submit and implement a plan to ensure compliance with O. Reg. 246/22, s. 22 (1) [FLTCA, 2021, s. 155 (1) (b)]:**

The plan must include but is not limited to:

1) An engineer's report outlining the size, load requirements and proposed location of a generator(s) that is available at all times and has the capacity to maintain the heating system, emergency lighting and essential services. The contracted engineer shall conduct an assessment of the home's rooftop to determine whether rooftop placement of the generator(s) is feasible.

2) An analysis of placement options that includes, but is not limited to, identification of the home's property lines based on a land survey to determine any potential area(s) to place the generator(s) identified in the engineer's report.

3) Include considerations including but not limited to, engagement with the municipality, any municipal zoning/by-laws regarding generator placement, including property line setbacks and noise restrictions for installation of a generator(s).

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4) An action plan for the procurement, installation and maintenance of the required generator(s) based on an evaluation of parts 1-3 of this order.

Please submit the written plan for achieving compliance for inspection #2026-1057-0003 to the LTC Homes Inspector, MLTC, by email by May 20, 2026.

Please ensure that the submitted written plan does not contain any PI/PHI.

### Grounds

The home was served by one gas powered portable generator, in the event of a power failure. The generator did not have the capacity to maintain the heating system, emergency lighting and essential services of the home; and, was not available at all times as it required time for set up and be connected to equipment prior to it's use.

Without a generator that had the required capacity and available at all times, the residents' safety, health and well being were placed at risk. Residents dependent on electrical medical devices were at risk of life-threatening situations, residents could be exposed to extreme temperatures, the lack of refrigeration would impact the safety of prepared meals, fluids and medications, and the lack of lighting could lead to residents' sustaining injuries, that could result in a change in health status. Without the appropriate generator, a power failure could result in an evacuation which would impact the health of frail and vulnerable residents.

**Sources:** Review of a policy, and interview with a manager.

**This order must be complied with by** October 30, 2026

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## REVIEW/APPEAL INFORMATION

**TAKE NOTICE** The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> floor  
Toronto, ON, M7A 1N3  
e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

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If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

**Health Services Appeal and Review Board**

Attention Registrar  
151 Bloor Street West, 9<sup>th</sup> Floor  
Toronto, ON, M5S 1S4

**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> Floor  
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e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).



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

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