

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: September 17, 2025

Inspection Number: 2025-1052-0004

Inspection Type:
Critical Incident

Licensee: Vigour Limited Partnership on behalf of Vigour General Partner Inc.

Long Term Care Home and City: Rockcliffe Community, Scarborough

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 9, 11-12, 15-17, 2025

The following Critical Incident (CI) intake(s) were inspected:

- Intake #00149774-CI #2131-000015-25 was related to the prevention of abuse and neglect.
- Intake #00152947-CI #2131-000019-25 was related to a communicable disease outbreak.

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to protect

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

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The licensee has failed to ensure that a resident was protected from abuse by a co-resident.

Sources: Video footage from a specific date, home's investigation notes, interview with a resident.

WRITTEN NOTIFICATION: Responsive behaviours

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

Non-compliance with: O. Reg. 246/22, s. 58 (4) (b)

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

(b) strategies are developed and implemented to respond to these behaviours, where possible; and

The licensee has failed to ensure that the strategy developed to prevent a resident from demonstrating responsive behaviours toward co-residents was implemented.

Sources: Observation made on a specific date, a resident's plan of care and, interviews with Registered Practical Nurse (RPN) and other staff.