

**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:** July 2, 2025

**Inspection Number:** 2025-1238-0003

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** North York General Hospital

**Long Term Care Home and City:** Seniors' Health Centre, North York

## INSPECTION SUMMARY

The inspection occurred on the following date(s): June 23-27, 30, July 2, 2025

The following intake(s) were inspected in this inspection:

- Intake: #00145344 – [Critical Incident (CI): 2744-000017-25] – related to a fall with injury
- Intake: #00146858 – [CI: 2744-000020-25] – related to a disease outbreak

The following intake(s) were inspected in this complaints inspection:

- Intake: #00147837 - related to behaviour management; laundry service; and pest control

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

Housekeeping, Laundry and Maintenance Services  
Infection Prevention and Control  
Responsive Behaviours  
Reporting and Complaints

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Falls Prevention and Management

## INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.