

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:** September 24, 2025

**Inspection Number:** 2025-1273-0005

**Inspection Type:**  
Critical Incident

**Licensee:** Shepherd Village Inc.

**Long Term Care Home and City:** Shepherd Lodge, Toronto

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 23 and 24, 2025

The following intake(s) were inspected:

Two intakes related to falls.

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

Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Policies, etc., to be followed, and records

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

**Non-compliance with: O. Reg. 246/22, s. 11 (1) (b)**

Policies, etc., to be followed, and records

s. 11 (1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, program, procedure, strategy, initiative or system, the licensee is required to ensure that the plan, policy, protocol, program, procedure, strategy, initiative or system,

(b) is complied with.

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The licensee has failed to ensure the home's policy related to a monitoring tool was complied with.

In accordance with O. Reg 246/22, s. 11 (1) (b) the licensee was required to ensure that specific observations for a resident placed on the monitoring tool, are to be reported to the attending physician or nurse practitioner.

The resident sustained an unwitnessed fall, and was placed on the monitoring tool and being assessed. During this time the resident displayed a sign and symptom which would require reporting to the attending physician or nurse practitioner. This was not done until the following day, after several observations of that sign and symptom, the resident was sent to hospital and admitted as they had sustained an injury.

**Sources:** Critical Incident Report, home's policy, and interviews with staff.



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

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