

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 23, 2026

Inspection Number: 2026-1512-0001

Inspection Type:
Critical Incident

Licensee: Better Living at Thompson House

Long Term Care Home and City: Better Living at Thompson House, North York

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 20-23, 2026

The following intakes were completed in this Critical Incident System (CIS) inspection:

Intake: #00164802 (CIS #3017-000019-25) was related to infection prevention and control.

Intake: #00166368 (CIS #3017-000021-25) was related to falls prevention and management.

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

Infection Prevention and Control
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Infection prevention and control program

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

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

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s. 102 (2) The licensee shall implement,
(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

A staff member was observed exiting an isolation room on an outbreak unit. The staff did not doff their N95 mask. Instead, they kept the mask on and entered another resident's room which was not on isolation.

Sources: Observations, IPAC Standard for Long Term Care Homes (Revised September 2023), and interviews with relevant staff.



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

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