

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: June 27, 2025

Inspection Number: 2025-1590-0002

Inspection Type:

Critical Incident

Licensee: City of Toronto

Long Term Care Home and City: True Davidson Acres, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: June 24, 25, 26, 27, 2025.

The following intake was inspected:

- Intake: # 00146882- Critical Incident System (CIS) #M586-000013-25- related to a disease outbreak.

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

Infection Prevention and Control
Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION: Air temperature

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

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

Non-compliance with: O. Reg. 246/22, s. 24 (2) 2.

Air temperature

s. 24 (2) Every licensee of a long-term care home shall ensure that the temperature is measured and documented in writing, at a minimum in the following areas of the home:

2. One resident common area on every floor of the home, which may include a lounge, dining area or corridor.

The licensee has failed to ensure that air temperature recordings were documented in a common area on every floor of the home. On Sunday June 22, 2025, air temperature recordings were not documented for the third, fourth and fifth floor common areas. On Tuesday June 24, 2025, air temperature recordings were not documented for the evening or night shift for the common areas of the fourth and fifth floor units. The Facility Supervisor believed they only needed to document air temperatures on two common areas of the home.

Sources: Email communication from the Facility Supervisor; Review of air temperature records from June 17 to June 24, 2025.

WRITTEN NOTIFICATION: Air temperature

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

Non-compliance with: O. Reg. 246/22, s. 24 (3)

Air temperature

s. 24 (3) The temperature required to be measured under subsection (2) shall be documented at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

The licensee has failed to ensure that air temperature recordings were documented

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

in the morning period of Sunday June 22, 2025. The Facility Supervisor acknowledged the discrepancy based on the records and legislative requirement.

Sources: Interview with the Facility Supervisor; Review of air temperature records from June 17, 2025 to June 24, 2025.

WRITTEN NOTIFICATION: Reports re critical incidents

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

Non-compliance with: O. Reg. 246/22, s. 115 (3) 2. ii.

Reports re critical incidents

s. 115 (3) The licensee shall ensure that the Director is informed of the following incidents in the home no later than one business day after the occurrence of the incident, followed by the report required under subsection (5):

2. An environmental hazard that affects the provision of care or the safety, security or well-being of one or more residents for a period greater than six hours, including,
 - ii. a breakdown of major equipment or a system in the home,

The licensee has failed to ensure that a breakdown of the major equipment in the home affecting the provision of care or the safety, security or well-being of one or more residents for a period greater than six hours, was reported to the Director. The home had breakdowns of the Heating Ventilation and Cooling (HVAC) system requiring service on June 4, 18, 19, 22 and 24, 2025. The Director was not informed of any of these breakdowns of the home's HVAC system. The Facility Supervisor confirmed that the HVAC equipment was considered major equipment in the home and was not aware of the requirement to report these incidents to the Director.

Sources: Email communication with the Facility Supervisor; Interview with the Facility Supervisor.

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

COMPLIANCE ORDER CO #001 Air conditioning requirements

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

Non-compliance with: O. Reg. 246/22, s. 23.1 (3)

Air conditioning requirements

s. 23.1 (3) The licensee shall ensure air conditioning is operating, and is used in accordance with the manufacturer's instructions, in each area of the long-term care home described in subsection (1) in either of the following circumstances:

1. When needed to maintain the temperature at a comfortable level for residents during the period and on the days described in subsections (1) and (2).
2. When the use of air conditioning has been identified in order to protect residents from heat related illness in the heat related illness prevention and management plan. O. Reg. 66/23, s. 4.

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

The plan must include but is not limited to:

- 1). Undertake a review to provide supplementary cooling options that can be in operation when the resident rooms are maintained at a cool and comfortable temperature.
- 2). A process to ensure that resident rooms have cooling options installed during the period of May 15 to September 15 of each year and on any day where the outside temperature forecasted by Environment and Climate Change Canada for the area in which the home is located is 26 degrees Celsius or above at any point during the day.
- 3). A process to report to the Director whenever there are any breakdowns of major equipment in the home affecting the provision of care or the safety, security or well-being of one or more residents for a period greater than six hours.
- 4). Informing the Toronto District Office on the status of condenser unit "CD101",

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

including estimated timeframes of completion of repairs to ensure that the unit is operable.

Please submit the written plan for achieving compliance for inspection #2025-1590-0002 to LTC Homes Inspector, MLTC, by email to torontodistrict.mltc@ontario.ca by July 14, 2025.

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

Grounds

The licensee has failed to ensure that air conditioning was operating in every resident bedroom throughout the home.

Environment Canada had forecasted the following maximum temperatures on the following days in the City of Toronto: June 22, 2025- 34.8 degrees Celsius, June 23, 2025- 36.0 degrees Celsius, June 24, 2025- 35.6 degrees Celsius and June 25, 2025- 30.0 degrees Celsius.

On June 24, 2025, observations demonstrated that on the fifth-floor unit on the East side of the home, the temperature reading was 27.7 on the thermostat. Interviews with the staff of the unit, it identified that the home area had been feeling hot since the weekend of June 22, 2025.

Three residents stated that their air conditioning inside their room had been not working since the weekend of June 22, 2025, resulting in a decreased quality of life and negative health effects.

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

The Facility Supervisor indicated that there were breakdowns in the home's cooling system including on June 4, 22 and 24, 2025. At the time of this inspection, condenser unit "CD101", had been inoperable since June 4, 2025, affecting the air conditioning inside resident rooms facing the North side on the East wing of each floor of the building. No other measures were implemented prior to this inspection to cool the air temperature inside the resident rooms that did not have air conditioning in operation.

Failure to ensure that air conditioning was in an operating condition affected the quality of life of residents throughout the building, and placed them at increased risk of heat related illness.

Sources: Observations; Review of temperature readings from Environment Canada; Email communication with Facility Supervisor #105; Interview with a PSW (Personal Support Worker), two Registered Nurse in Charge (RNIC)'s, the Facility Supervisor, three residents.

This order must be complied with by July 31, 2025

COMPLIANCE ORDER CO #002 Cooling requirements

NC #005 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 23 (4)

Cooling requirements

s. 23 (4) The heat related illness prevention and management plan for the home shall be implemented by the licensee every year during the period from May 15 to September 15 and it shall also be implemented,

(a) any day on which the outside temperature forecasted by Environment and

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

Climate Change Canada for the area in which the home is located is 26 degrees Celsius or above at any point during the day; and

(b) anytime the temperature in an area in the home measured by the licensee in accordance with subsections 24 (2), (3) and (4) reaches 26 degrees Celsius or above, for the remainder of the day and the following day. O. Reg. 246/22, s. 23 (4).

**The inspector is ordering the licensee to comply with a Compliance Order
[FLTCA, 2021, s. 155 (1) (a)]:**

The licensee shall:

- 1). Educate the Facility Supervisor on the home's heat related illness prevention and management plan. Ensure that the education is documented and provided to the inspector upon request.
- 2). Immediately implement all necessary measures in the home's heat related illness prevention and management plan. Keep a record of the date of implementation, who was responsible for the implementation of the specific areas of the home's heat related illness prevention and management plan and measures that were undertaken.

Grounds

The licensee has failed to ensure that the home's heat related illness prevention and management plan was implemented.

The home had various breakdowns of the cooling system requiring service on June 4, 18, 19, 22 and 24, 2025. The home's heat related illness prevention and management plan instructed that the building/environmental services staff to-

- Implement routine checks to assess indoor temperatures and humidex levels.
- Maintain air temperatures between 22 degrees Celsius and 26 degrees Celsius.

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

- Distribute portable cooling equipment as needed.
- Monitor the indoor air temperatures and humidex levels throughout the day so that the indoor air temperature does not go above 26 degrees Celsius.
- Ensure fixed air condition and or portable air conditioner units are available for all designated cooling areas in the home.

The Facility Supervisor was not aware of how to calculate humidex levels. Multiple air temperature readings between June 22, and June 23, 2025, were above 26 degrees Celsius, but it was unknown what actions the home took to ensure the indoor temperatures did not go above 26 degrees. The home did not have any portable air conditioning units used at the time of the inspection and that there was not a sufficient supply of fans in the building, prior to June 24, 2025. The Facility Supervisor added that they were unaware of the home's heat related illness prevention and management plan.

Failure to ensure that the home's heat related illness prevention and management plan was implemented when there was hot weather present and a breakdown of the home's cooling system increased the risk of heat related illnesses for residents.

Sources: Email communication from the Facility Supervisor; Interview with the Facility Supervisor; Home's heat related illness prevention and management plan.

This order must be complied with by July 2, 2025

COMPLIANCE ORDER CO #003 Air temperature

NC #006 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 24 (4) (a)

Air temperature

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

s. 24 (4) In addition to the requirements in subsection (2), the licensee shall ensure that, for every resident bedroom in which air conditioning is not installed, operational and in good working order, the temperature is measured and documented in writing once a day in the afternoon between 12 p.m. and 5 p.m. on,
(a) every day during the period of May 15 to September 15; and

**The inspector is ordering the licensee to comply with a Compliance Order
[FLTCA, 2021, s. 155 (1) (a)]:**

The license shall:

- 1). Immediately begin measuring and documenting air temperatures in every resident room that does not have operational air conditioning, once a day between the period of 12pm and 5pm.
- 2). Maintain a record of these measurements to provide to the inspector upon request.

Grounds

The licensee has failed to ensure that air temperature readings were measured and documented once in the afternoon for resident rooms that did not have air conditioning in operation or good working order.

Condenser unit, "CD101", servicing air conditioning for resident rooms on the East wing, north side was not operational or in good working order, beginning on June 4, 2025. As of June 25, 2025, the home was still awaiting parts to complete the repair of "CD101". There were no specific air temperatures taken for the resident rooms that did not have air conditioning servicing them during this period.

Failure to ensure that air temperatures were taken inside resident rooms that did not

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

have working air conditioning increases the risk of resident rooms not being maintained at a safe and comfortable temperature.

Sources: Email communication from the Facility Supervisor; Interview with the Facility Supervisor.

This order must be complied with by July 2, 2025

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

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, 8th floor
Toronto, ON, M7A 1N3

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

e-mail: 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

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:

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

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: 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.