

Public Report

Report Issue Date: November 17, 2025

Inspection Number: 2025-1555-0008

Inspection Type:

Complaint

Critical Incident

Licensee: The Regional Municipality of York

Long Term Care Home and City: York Region Newmarket Health Centre,
Newmarket

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 13, 14, & 17, 2025

The following intake(s) were inspected:

- An intake related to alleged staff to resident abuse.
- A complaint related to IPAC.
- A complaint related to staffing.

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Staffing, Training and Care Standards

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 (15) 2.

Infection prevention and control program

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

s. 102 (15) Subject to subsection (16), every licensee of a long-term care home shall ensure that the infection prevention and control lead designated under this section works regularly in that position on site at the home for the following amount of time per week:

2. In a home with a licensed bed capacity of more than 69 beds but less than 200 beds, at least 26.25 hours per week.

The licensee did not ensure that a standard issued by the Director with respect to Infection Prevention and Control (IPAC), in accordance with Section 2, Requirement for IPAC Lead under the IPAC Standard for Long-Term Care Homes (Sept 2023), a long-term care home (LTCH) with a licensed bed capacity of more than 69 beds but less than 200 beds, must have a dedicated IPAC lead on site at the LTCH for at least 26.25 hours per week.

During an interview, the IPAC lead indicated that in their current role, they were required to fill the IPAC lead role for two homes. With the current scheduling practice, the IPAC lead was scheduled for 35 hours per week, 7 of which were spent on site at this specific LTCH.

Sources: Interview with IPAC Lead.



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

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