

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: March 31, 2026

Inspection Number: 2026-1100-0003

Inspection Type:
Critical Incident

Licensee: Kindera Living Care Centres LP by its general partners, Kindera Living Care Centres GP Inc. and Kindera Living Management Inc.

Long Term Care Home and City: Hawthorne Place Care Centre, North York

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 25-27, and 30-31, 2026

The following intakes were inspected in this Critical Incident (CI) inspection:
-Intake: #00169108 /CI #2586-000007-26/2586-000009-26/2586-000010-26 related to fall with injury
-Intake: #00170778 /CI#2586-000012-26 related to resident abuse

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

Prevention of Abuse and Neglect
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: Documentation

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 2.

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

2. The outcomes of the care set out in the plan of care.

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On a specified date, a resident exhibited a responsive behaviour toward another resident, however it was not accurately documented in the plan of care

Sources: Review of resident's assessments and progress notes, interview with staff.

WRITTEN NOTIFICATION: Required Programs

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

Non-compliance with: O. Reg. 246/22, s. 53 (1) 4.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

4. A pain management program to identify pain in residents and manage pain. O. Reg. 246/22, s. 53 (1); O. Reg. 66/23, s. 10.

The home's pain management policy directed staff to complete a certain assessment upon readmission. A resident was readmitted from hospital with a health condition on a specific date, however record reviews revealed the required assessments were not completed as per the home's policy.

Sources: Review of resident's assessments and progress notes, and interviews with staff.



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

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