

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: April 2, 2026

Inspection Number: 2026-1100-0002

Inspection Type:
Proactive Compliance Inspection

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 dates: March 24-26, 2026 and April 1-2, 2026.

The following intake was inspected:
-Intake #00173517 - Proactive Compliance Inspection Generator Initiative.

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

Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION: Accommodation Services

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

Non-compliance with: FLTCA, 2021, s. 19 (2) (c)

Accommodation services

s. 19 (2) Every licensee of a long-term care home shall ensure that,
(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

The home's generator contractor identified emergency generator maintenance issues

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that required repair; however, no corrective action was initiated by the home until the time of the inspection.

Sources: Generator inspection report and maintenance estimates, interviews with the contractor, the home's maintenance staff and the Executive Director (ED).

WRITTEN NOTIFICATION: Maintenance Services

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

Non-compliance with: O. Reg. 246/22, s. 96 (1) (b)

Maintenance services

s. 96 (1) As part of the organized program of maintenance services under clause 19 (1) (c) of the Act, every licensee of a long-term care home shall ensure that,

(b) there are schedules and procedures in place for routine, preventive and remedial maintenance.

The licensee's generator policy required preventative maintenance checks and tests on a weekly and monthly basis. However, these check procedures were not completed on multiple occasions in 2025 in accordance with the home's established policies and procedures.

Sources: Home's emergency generator policy (revision date Jan 1, 2026), home's generator maintenance log, and interviews with a Maintenance Associate, the Environmental Services Manager and the ED.



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

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