

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée**

**Long-Term Care Operations Division  
Long-Term Care Inspections Branch**

**Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**

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**Public Copy/Copie du rapport public**

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| <b>Report Date(s) /<br/>Date(s) du Rapport</b> | <b>Inspection No /<br/>No de l'inspection</b> | <b>Log # /<br/>No de registre</b> | <b>Type of Inspection /<br/>Genre d'inspection</b> |
|--|---|-----------------------------------|--|
| May 31, 2021                                   | 2021_563670_0012                              | 011464-20, 016860-20              | Complaint  |

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**Licensee/Titulaire de permis**

The Re kai Centres  
160 Wellesley Street East Toronto ON M4Y 1J2

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**Long-Term Care Home/Foyer de soins de longue durée**

Wellesley Central Place  
160 Wellesley Street East Toronto ON M4Y 1J2

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**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

DEBRA CHURCHER (670), CHRISTINA LEGOUFFE (730)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): May 25, 26, 27 and 28, 2021.**

**The purpose of this inspection was to inspect the following:**

- Complaint Log #011464-20 related to visitor restrictions.**
- Complaint Log #016860-20 related to sufficient staffing.**
- Infection Prevention and Control was also inspected within this inspection.**
- Inspector Kristen Murray #731 was also present for this inspection.**

**During the course of the inspection, the inspector(s) spoke with the Chief Executive Officer, the Executive Director, the Director of Nursing Services, the Director of Resident Care, one Registered Nurse Infection Prevention and Control Lead, four Personal Support Workers, one Environmental Service Worker, one Screener, one Recreation Therapy Lead, one Social Worker and residents.**

**During the course of this inspection the Inspectors observed the housekeeping and maintenance of the home, observed staff to resident interactions, observed the provision of care, observed infection prevention and control practices, reviewed relevant resident clinical records, reviewed relevant internal records and reviewed relevant policies and procedures.**

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

**Dignity, Choice and Privacy  
Infection Prevention and Control  
Sufficient Staffing**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

|   |  |
|---|--|
| <p>Legend</p> <p>WN – Written Notification<br/>VPC – Voluntary Plan of Correction<br/>DR – Director Referral<br/>CO – Compliance Order<br/>WAO – Work and Activity Order</p>  | <p>Légende</p> <p>WN – Avis écrit<br/>VPC – Plan de redressement volontaire<br/>DR – Aiguillage au directeur<br/>CO – Ordre de conformité<br/>WAO – Ordres : travaux et activités</p>  |
| <p>Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p> | <p>Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p> |

**Issued on this 31st day of May, 2021**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**