

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 14, 2026
Inspection Number: 2026-1442-0005
Inspection Type: Complaint
Licensee: The Re kai Centres
Long Term Care Home and City: Wellesley Central Place, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 13, 14, 2026
The inspection occurred offsite on the following date(s): April 10, 2026

The following intake was inspected:

- Intake: #00164062 - related to an application for admission

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

Admission, Absences and Discharge

INSPECTION RESULTS

WRITTEN NOTIFICATION: Authorization for admission to a home

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

Non-compliance with: FLTCA, 2021, s. 51 (7) (a)

Authorization for admission to a home

s. 51 (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 50 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

- (a) the home lacks the physical facilities necessary to meet the applicant's care

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requirements.

The home withheld approval for admission to an applicant based on their responsive behaviour, when the home had the physical facilities to care for the applicant's care requirements.

Sources: Review of the applicant's application for admission, home's written notice withholding approval for admission; and interviews with the Resident and Family Services Coordinator (RFS) and Director of Nursing Services (DNS).

WRITTEN NOTIFICATION: Authorization for admission to a home

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

Non-compliance with: FLTCA, 2021, s. 51 (7) (b)

Authorization for admission to a home

s. 51 (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 50 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

(b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements.

The home withheld approval for admission to an applicant based on their responsive behaviour, when the home had the nursing expertise to care for the applicant's care requirements.

Sources: Review of the applicant's application for admission, home's written notice withholding approval for admission; and interviews with the RFS and DNS.

WRITTEN NOTIFICATION: Authorization for admission to the home

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

Non-compliance with: FLTCA, 2021, s. 51 (10) 1.

Authorization for admission to a home

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s. 51 (10) The persons referred to in subsection (9) are the following:

1. The applicant.

A written notice was not provided to an applicant when the home withheld their approval for admission.

Sources: Interviews with the RFS and DNS.