

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: February 27, 2026

Inspection Number: 2026-1442-0003

Inspection Type:
Complaint

Licensee: The Rekai Centres

Long Term Care Home and City: Wellesley Central Place, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 19, 20, 23, 24, 27, 2026

The following complaint intake(s) was inspected:

- Intake #00169812 was related to multiple care concerns including abuse/neglect, medication administration, and pain management.

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Pain Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (5)

Plan of care

s. 6 (5) The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate fully in the development and implementation of the resident's plan of care.

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A resident's Power of Attorney (POA) for Personal Care consented for an external consultation. Prior to the appointment, the resident's POA was not notified, therefore they were not given an opportunity to attend or participate in the resident's plan of care.

Sources: Resident's electronic health records, and interview with a Registered Nurse (RN).

WRITTEN NOTIFICATION: Pain management

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

Non-compliance with: O. Reg. 246/22, s. 57 (2)

Pain management

s. 57 (2) Every licensee of a long-term care home shall ensure that when a resident's pain is not relieved by initial interventions, the resident is assessed using a clinically appropriate assessment instrument specifically designed for this purpose.

A resident's pain was not relieved by initial interventions. Pain interventions were ineffective on three dates.

The Director of Care (DOC) acknowledged that no clinically appropriate assessments were completed for the resident when their pain was not relieved by initial interventions.

Sources: Resident's electronic health records and interview with the DOC.