

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 3, 2026

Inspection Number: 2026-1453-0001

Inspection Type:

Complaint
Critical Incident

Licensee: Broadview Foundation

Long Term Care Home and City: Chester Village, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 12-13, 15, 26-30, 2026 and February 2-3, 2026

The inspection occurred offsite on the following date(s): January 16, 2026

The following Critical Incident (CI) intake was inspected:

-Intake #00164749 was related to the prevention of abuse and neglect.

The following Critical Incident (CI) intake was inspected:

-Intake #00164982-CI #2970-000027-25 was related to resident care and support services.

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

Resident Care and Support Services
Prevention of Abuse and Neglect

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: LTCHA, 2007 S.O. 2007, c.8, s. 6 (1) (c)

Plan of care

Plan of care

s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

(c) clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).

A resident's plan of care should provide clear directions to staff. A resident's care plan included two different fluid consistencies as part of their diet on a specified date.

Sources: A resident's clinical records and interview with a Registered Dietitian (RD).

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: LTCHA, 2007 S.O. 2007, c.8, s. 6 (4) (b)

Plan of care

Integration of assessments, care

s. 6 (4) The licensee shall ensure that the staff and others involved in the different aspects of care of the resident collaborate with each other,

(b) in the development and implementation of the plan of care so that the different aspects of care are integrated and are consistent with and complement each other. 2007, c. 8, s. 6 (4).

On April 11, 2022, the Fixing Long-Term Care Act, 2021 (FLTCA) and O. Reg. 246/22 came into force, which repealed and replaced the Long-Term Care Homes Act, 2007 (LTCHA) and O. Reg. 79/10 under the LTCHA. As set out below, the licensee's non-compliance with the applicable requirement occurred prior to April 11, 2022, where the requirement was under s. X of O. Reg. 79/10/LTCHA. Non-compliance with the applicable requirement also occurred after April 11, 2022, which falls under s. X of O. Reg. 246/22 under the FLTCA.

i. Staff did not collaborate on a resident's plan of care when the Speech Language

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Pathologist (SLP) recommendations were not integrated into a resident's care plan.

ii. Staff did not collaborate on a resident's plan of care when SLP recommendations related to a resident's diet were not integrated into a resident's care plan.

Sources: A resident's clinical records, interviews with a Nursing Consultant and Dietitian.

WRITTEN NOTIFICATION: Reporting certain matters to Director

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

Non-compliance with: LTCHA, 2007 S.O. 2007, c.8, s. 24 (1) 2.

Reporting certain matters to Director

Reporting certain matters to Director

s. 24 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

A resident reported to the home an allegation of emotional and physical abuse towards them by a staff, but a report was not submitted to the Director.

Sources: A resident's clinical records and interview with a DOC.

WRITTEN NOTIFICATION: Complaints procedure — licensee

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 26 (1) (c)

Complaints procedure — licensee

s. 26 (1) Every licensee of a long-term care home shall,

(c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

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The licensee did not immediately forward to the Director a written complaint alleging risk of harm to a resident.

Sources: E-mail from a resident's POA (Power of Attorney) and interview with a DOC.

WRITTEN NOTIFICATION: Dealing with complaints

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 108 (1) 3. i.

Dealing with complaints

s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

3. The response provided to a person who made a complaint shall include,
i. the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010,

The Licensee received a concern related to alleged incompetent care of a resident but did not provide the Ministry's toll-free telephone number for making complaints about homes and its hours of service nor the contact information for the patient ombudsman under the Excellent Care for All Act, 2010, in their response to the complainant.

Sources: Email response from DOC (Director of Care) to complainant, the LTCH's Complaint Procedure policy and, Interview with a DOC.

WRITTEN NOTIFICATION: Complaints — reporting certain matters to Director

NC #006 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 111 (1)

Complaints — reporting certain matters to Director

s. 111 (1) Every licensee of a long-term care home who receives a written complaint with respect to a matter that the licensee reports or reported to the Director under section 28 of the Act shall submit a copy of the complaint to the Director along with a written report documenting the response the licensee made to the complainant under

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subsection 108 (1).

The home was made aware of the complainant's allegation of abuse and neglect towards a resident but did not report the complaint to the Director nor did they submit their responses to the complainant to the Director.

Sources: Home investigation notes, interviews with Administrator and CEO.



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

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