

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 10, 2026

Inspection Number: 2026-1528-0004

Inspection Type:

Complaint
Follow up

Licensee: Ina Grafton Gage Home of Toronto

Long Term Care Home and City: Ina Grafton Gage Home, Scarborough

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 7-10, 2026

The following intake(s) were inspected:

- Intake: #00169261 - complaint related to staff qualifications and records
- Intake: #00170992 and intake: #00170993 - follow-up on previous compliance orders related to Infection Prevention and Control (IPAC)

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2026-1528-0002 related to O. Reg. 246/22, s. 102 (2) (b).

Order #002 from Inspection #2026-1528-0002 related to O. Reg. 246/22, s. 102 (7) 11.

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

Infection Prevention and Control
Staffing, Training and Care Standards

INSPECTION RESULTS

WRITTEN NOTIFICATION: Hiring staff, accepting volunteers

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

Non-compliance with: O. Reg. 246/22, s. 252 (3)

Hiring staff, accepting volunteers

s. 252 (3) The police record check must be a vulnerable sector check referred to in paragraph 3 of subsection 8 (1) of the Police Record Checks Reform Act, 2015, and be conducted to determine the person's suitability to be a staff member or volunteer in a long-term care home and to protect residents from abuse and neglect.

Police record checks for four staff members were not vulnerable sector checks.

Sources: Home's management contract, email correspondence as well as an interview with the Executive Director (interim).

WRITTEN NOTIFICATION: Staff records

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

Non-compliance with: O. Reg. 246/22, s. 278 (1) 1.

Staff records

s. 278 (1) Subject to subsections (2) and (3), every licensee of a long-term care home shall ensure that a record is kept for each staff member of the home that includes at least the following with respect to the staff member:

1. The staff member's qualifications, previous employment and other relevant experience.

There were no records in the home of qualifications, previous employment and other relevant experience for five staff members.

Sources: Home's management contract and an interview with the Executive Director (interim).

WRITTEN NOTIFICATION: Staff records

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

Non-compliance with: O. Reg. 246/22, s. 278 (1) 3.

Staff records

s. 278 (1) Subject to subsections (2) and (3), every licensee of a long-term care home shall ensure that a record is kept for each staff member of the home that includes at

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least the following with respect to the staff member:

3. Where applicable, the results of the staff member's police record check under subsection 81 (2) of the Act.

There were no records of police record checks for four staff members.

Sources: Home's management contract, email correspondence as well as an interview with the Executive Director (interim).



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

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