

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: April 14, 2026

Inspection Number: 2026-1710-0002

Inspection Type:

Critical Incident
Follow up

Licensee: Lakeridge Health

Long Term Care Home and City: Lakeridge Gardens, Ajax

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 7 - 10 and 13 -14, 2026

The following intake(s) were inspected:

- Two intakes related to two follow up compliance orders
- One intake related to allegations of neglect
- Two intakes related to allegations of resident to resident abuse

Previously Issued Compliance Order(s)

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

Order #002 from Inspection #2025-1710-0009 related to O. Reg. 246/22, s. 40

Order #001 from Inspection #2025-1710-0009 related to FLTCA, 2021, s. 3 (1) 4

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

Resident Care and Support Services
Prevention of Abuse and Neglect
Responsive Behaviours
Residents' Rights and Choices

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Reporting certain matters to Director

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

Non-compliance with: FLTCA, 2021, s. 28 (1) 2.

Reporting certain matters to Director

s. 28 (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.

The Director was not immediately informed by the home of a critical incident when an allegation of neglect occurred with a resident.

Sources: Critical Incident Report (CIR) , and interviews with staff

WRITTEN NOTIFICATION: Bedtime and rest routines

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

Non-compliance with: O. Reg. 246/22, s. 45

Bedtime and rest routines

s. 45. Every licensee of a long-term care home shall ensure that each resident of the home has the resident's desired bedtime and rest routines supported and individualized to promote comfort, rest and sleep.

On a specified date a resident's desired bedtime routine was not supported as per their care plan interventions.

Sources: Resident Clinical Records, and interviews with staff

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WRITTEN NOTIFICATION: Altercations and other interactions between residents

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

Non-compliance with: O. Reg. 246/22, s. 59 (b)

Altercations and other interactions between residents

s. 59. Every licensee of a long-term care home shall ensure that steps are taken to minimize the risk of altercations and potentially harmful interactions between and among residents, including,

(b) identifying and implementing interventions.

The care plan interventions for two residents were not implemented when a resident to resident altercation occurred.

Sources: Resident Clinical Records, and interviews with staff



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

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