

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: January 20, 2026

Inspection Number: 2026-1709-0001

Inspection Type:
Critical Incident

Licensee: Humber Meadows Long-Term Care Home

Long Term Care Home and City: Humber Meadows Long-Term Care Home,
Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 6 - 9, 12 - 16, 19 and 20, 2026

The following intakes were inspected in this Critical Incident (CI) inspection:

- Intake: #00161941, CI #3065-000067-25, related to fall prevention and management
- Intake: #00165003, CI #3065-000072-25, related to care concerns of a resident
- Intake: #00165412, CI #3065-000076-25, related to alleged abuse of a resident
- Intake: #00165464, CI #3065-000077-25, related to alleged neglect of resident
- Intake: #00165602, CI #3065-000078-25/3065-000079-25, related to alleged neglect of a resident
- Intake: #00165725, CI #3065-000081-25/3065-000080-25, related to care concerns of a resident
- Intake: #00166231, CI #3065-000084-25, related to unexpected death of a resident.

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

Resident Care and Support Services
Prevention of Abuse and Neglect
Responsive Behaviours
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Required Programs

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

Non-compliance with: O. Reg. 246/22, s. 53 (1) 1.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

1. A falls prevention and management program to reduce the incidence of falls and the risk of injury.

The home's falls prevention and management program was not complied with when a resident's fall prevention interventions were not applied as required in their plan of care.

Sources: Observations; resident's clinical records; interviews with staff members.

WRITTEN NOTIFICATION: Emergency Plans

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

Non-compliance with: O. Reg. 246/22, s. 268 (4) 1. vi.

Emergency plans

s. 268 (4) The licensee shall ensure that the emergency plans provide for the following:

1. Dealing with emergencies, including, without being limited to,
vi. medical emergencies,

The home's medical emergency policy directed staff to immediately begin care for the medical emergency and perform specific interventions.

When a resident experienced a medical emergency on a specific date, the registered staff members did not immediately perform the required interventions as required by the policy.

Sources: Resident's health records, video recording of the incident, home's policy and interviews with staff members.

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COMPLIANCE ORDER CO #001 Residents' Bill of Rights

NC #003 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: FLTCA, 2021, s. 3 (1) 16.

Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

16. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

1. Conduct a multidisciplinary root cause analysis of the resident's emergency incident identifying potential gaps, opportunities for improvement, Medical Emergency- specific policy review in relation to the incident, any recommendations, and actions to prevent recurrence. Then use all the above components of this analysis and the results to create a case study.

2. Conduct an in-person review of the case study with all PCAs, RPNs, and RNs on the Home Area including individuals involved in this incident. This review should include actions taken by staff to prevent re-occurrence, and any other recommendations.

3. Maintain records of the above sections including a record of the root cause analysis and the results, meeting dates and participants of the analysis, the content of the case study, dates of the case study review, names of staff who provided the review, and the attending staff's full names and signatures.

Grounds

A resident was identified as being at risk of developing a health condition due to specific risk factors. The plan of care required the interventions to manage and reduce these identified risk factors.

On a specific date, the staff members did not provide the interventions to manage and reduce the identified risk factors and the resident experienced an adverse medical condition and a change in their health status.

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As a result, the resident did not receive the required care which increased their risk of negative health outcomes.

Sources: Resident's health records and interviews with staff members.

This order must be complied with by February 27, 2026

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

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If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
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Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.