

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: January 22, 2026

Inspection Number: 2026-1012-0001

Inspection Type:

Complaint
Critical Incident

Licensee: Vigour Limited Partnership on behalf of Vigour General Partner Inc.

Long Term Care Home and City: Glen Rouge Community, Scarborough

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 14-16, 19 - 22, 2026

The inspection occurred offsite on the following date(s): January 15, 2026

The following intake(s) were inspected:

- Intake: #00162230 - Physical abuse altercation between two residents.
- Intake: #00164009 - Complaint related to bed refusal.
- Intake: #00165926 - Complaint related to noise.

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

Resident Care and Support Services
Responsive Behaviours
Prevention of Abuse and Neglect
Admission, Absences and Discharge

INSPECTION RESULTS

WRITTEN NOTIFICATION: Eligibility for long-term care home admission

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

Non-compliance with: FLTCA, 2021, s. 50 (6)

Eligibility for long-term care home admission

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

s. 50 (6) In determining whether or not the applicant is eligible for long-term care home admission, the placement co-ordinator shall take into account all the assessments and information required under subsection (4) and such other information as the placement co-ordinator has that is relevant to the determination of eligibility.

A complaint was submitted to the Ministry of Long Term Care (MLTC) related to an admission application that was refused by the home.

A review of resident progress notes indicated the incidents cited in the refusal happened more than one year before and the resident was not impacted as a result. Interviews with the Executive Director (ED) and the Social Worker confirmed that the home's decision to refuse the application was based on the incident that took place more than a year before and not on all the assessments provided by the placement coordinator.

Sources: Progress notes, application file, and interviews with staff.

WRITTEN NOTIFICATION: Licensee consideration and approval

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

Non-compliance with: FLTCA, 2021, s. 51 (7) (c)

Authorization for admission to a home

s. 51 (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 50 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

(c) circumstances exist which are provided for in the regulations as being a ground for withholding approval.

A complaint was submitted to the Ministry of Long Term Care (MLTC) related to an admission application that was refused by the home. According to the refusal letter, the application was rejected due to previous incidents in the home where police intervention was necessary during a visit to the applicant's family member.

Interviews with the ED and the social worker verified that based on the assessments

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

provided by the placement coordinator to the home, no grounds were identified to withhold approval for admission to the applicant.

Sources: Application file, resident's record review, and interviews with the staff.

WRITTEN NOTIFICATION: General requirements

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

Non-compliance with: O. Reg. 246/22, s. 34 (2)

General requirements

s. 34 (2) The licensee shall ensure that any actions taken with respect to a resident under a program, including assessments, reassessments, interventions and the resident's responses to interventions are documented.

A Critical Incident System (CIS) report was submitted regarding an allegation of abuse involving a resident striking another resident. The Director of Care (DOC) confirmed that for all incidents of abuse, a progress note on the residents' medical record has to be completed indicating any assessments or interventions.

However, a review of the medical records of both residents revealed that there was no documentation of these assessments or interventions in the medical records.

Sources: Residents' medical records, Prevention of Abuse and Neglect of a resident policy, and interview with the DOC.

WRITTEN NOTIFICATION: Police notification

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

Non-compliance with: O. Reg. 246/22, s. 105

Police notification

s. 105. Every licensee of a long-term care home shall ensure that the appropriate police service is immediately notified of any alleged, suspected or witnessed incident of abuse or neglect of a resident that the licensee suspects may constitute a criminal offence. O.

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

Reg. 246/22, s. 105, 390 (2).

A CIS report was submitted related to allegation of abuse where a resident struck another resident. The DOC confirmed that the police were not contacted in relation to the incident.

Sources: The CIS report, and interview with the DOC.



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

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

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