

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 26, 2026

Inspection Number: 2026-1317-0002

Inspection Type:
Critical Incident

Licensee: 2063414 Investment LP, by its general partner, 2063414 Ontario Limited

Long Term Care Home and City: Harmony Hills Community, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 19, 23-26, 2026.

The following intake(s) were inspected:

- Intake: #00164535 - CIS #2832-000015-25 and #00164963 - CIS #2832-000016-25: related to falls with injuries.

The following intake(s) were completed:

- Intake: #00164477 - Critical Incident System (CIS) #2832-000014-25, #00165344 - CIS #2832-000017-25, and #00165796 - CIS #2832-000018-25: related to disease outbreaks.

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

Infection Prevention and Control
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Falls Prevention and Management

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to

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

the resident as specified in the plan.

A resident required assistance from staff with ambulation using an assistive device. The resident was not assisted and sustained a fall with injury.

Sources: The resident's care plan, interviews with a Personal Support Worker (PSW), a Registered Practical Nurse (RPN), and an Assistant Director of Care (ADOC). [740849]

WRITTEN NOTIFICATION: General Requirements

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

Non-compliance with: O. Reg. 246/22, s. 34 (1) 1.

General requirements

s. 34 (1) Every licensee of a long-term care home shall ensure that the following is complied with in respect of each of the organized programs required under sections 11 to 20 of the Act and each of the interdisciplinary programs required under section 53 of this Regulation:

1. There must be a written description of the program that includes its goals and objectives and relevant policies, procedures and protocols and provides for methods to reduce risk and monitor outcomes, including protocols for the referral of residents to specialized resources where required.

The home's policy directed staff to complete an electronic Lifts and Transfers Assessment when the resident's ability to transfer safely changes. A resident had a change in condition affecting their transfer ability, but staff did not complete the electronic Lifts and Transfers Assessment.

Sources: Review of home's policy; a resident's clinical records, and interview with an RPN. [000759]