

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

<b>Report Issue Date:</b> February 19, 2026
<b>Inspection Number:</b> 2026-1498-0002
<b>Inspection Type:</b> Proactive Compliance Inspection
<b>Licensee:</b> Royal Canadian Legion District 'D' Care Centres
<b>Long Term Care Home and City:</b> Tony Stacey Centre for Veterans' Care, Toronto

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 12, 13, 17-19, 2026.

The following intake(s) were inspected:

-Intake: #00169872 - Proactive Compliance Inspection Generator Initiative

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

Housekeeping, Laundry and Maintenance Services

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Maintenance services

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

**Non-compliance with: O. Reg. 246/22, s. 96 (2) (a)**

Maintenance services

s. 96 (2) The licensee shall ensure that procedures are developed and implemented to ensure that,

(a) electrical and non-electrical equipment, including mechanical lifts, are kept in good repair, and maintained and cleaned at a level that meets manufacturer specifications, at a minimum;

Specifically, the home did not complete the generator preventive maintenance checks in

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accordance with manufacturer specifications.

**Sources:** Daily Maintenance Inspection and an interview with a staff member.

## 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 (10) (a)**

Emergency plans

s. 268 (10) The licensee shall,

(a) on an annual basis test the emergency plans related to the loss of essential services, fires, situations involving a missing resident, medical emergencies, violent outbursts, gas leaks, natural disasters, extreme weather events, boil water advisories, outbreaks of a communicable disease, outbreaks of a disease of public health significance, epidemics, pandemics and floods, including the arrangements with the entities that may be involved in or provide emergency services in the area where the home is located including, without being limited to, community agencies, health service providers as defined in the Connecting Care Act, 2019, partner facilities and resources that will be involved in responding to the emergency;

Specifically, the home did not complete the required annual test of the loss of essential services/loss of power emergency plan in 2025.

**Sources:** Interview with a staff member.

## COMPLIANCE ORDER CO #001 Generators

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

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

Generators

s. 22 (1) Subject to subsections (2) and (3), every licensee of a long-term care home shall ensure that the home is served by a generator that is available at all times and that has the capacity to maintain, in the event of a power outage,

(c) essential services, including dietary services equipment required to store food at safe temperatures and prepare and deliver meals and snacks, equipment required to store drugs at safe temperatures and to prepare and deliver drugs, the resident-staff communication and response system, elevators and life support, safety and emergency

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equipment. O. Reg. 246/22, s. 22 (1); O. Reg. 66/23, s. 2.

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

- 1-Have a qualified individual and/or contractor complete a full assessment of all systems and essential services connected to generator power.
- 2-Have the qualified individual and/or contractor verify and document whether the generator powers the following systems and essential services in the home, and where any are not connected to generator power, ensure actions are taken to achieve compliance:
  - the heating system
  - emergency lighting in hallways, corridors, stairways, and exits
  - essential services, including:
    - a-dietary services equipment required to store food at safe temperatures and prepare and deliver meals and snacks
    - b-equipment required to store drugs at safe temperatures and to prepare and deliver drugs
    - c-the resident staff communication and response system
    - d-elevators
    - e-life support, safety, and emergency equipment

**Grounds**

The home's generator does not have the capacity to maintain the medication refrigerators, the resident staff communication and response system, and the elevators. Review of the Emergency Panel "EB" list indicated that these systems are not included as being powered by the generator.

The administrator confirmed that there is no documentation showing that the medication refrigerators, the resident staff communication and response system, or the elevators are generator powered.

Without generator powered support for these essential clinical and safety systems, residents are at risk of experiencing unsafe medication storage, being unable to call for assistance, and facing evacuation delays due to non-operational elevators during a power outage.

**Sources:** Emergency Panel "EB", Interview with staff members.



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**This order must be complied with by October 30, 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, 8<sup>th</sup> floor  
Toronto, ON, M7A 1N3  
e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto: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, 9<sup>th</sup> Floor  
Toronto, ON, M5S 1S4

**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> Floor  
Toronto, ON, M7A 1N3  
e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

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](http://www.hsarb.on.ca).



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