

**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**

<b>Report Issue Date:</b> January 24, 2025
<b>Inspection Number:</b> 2025-1299-0001
<b>Inspection Type:</b> Complaint
<b>Licensee:</b> St. Demetrius (Ukrainian Catholic) Development Corporation
<b>Long Term Care Home and City:</b> Ukrainian Canadian Care Centre, Etobicoke

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): January 16, 17, 20, 21, 22, 23, 24, 2025

The following Complaint intake(s) were inspected:

- Intake: #00130987 related to skin and wound, personal support services and;
- Intake: #00134650 related to medication management, consent, privacy, managing complaints and personal support services.

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

- Resident Care and Support Services
- Skin and Wound Prevention and Management
- Infection Prevention and Control

**INSPECTION RESULTS**

**WRITTEN NOTIFICATION: REPORTING AND COMPLAINTS**

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

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**Non-compliance with: FLTCA, 2021, s. 26 (1) (c)**

Complaints procedure – licensee

s. 26 (1) Every licensee of a long-term care home shall,

(c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

The home has failed to forward to the Director a written complaint they received concerning the care of a resident which was acknowledged by the Director of Care (DOC).

**Sources:** Review of written complaint, and interview with the DOC.