

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: November 27, 2025

Inspection Number: 2025-1536-0008

Inspection Type:
Critical Incident

Licensee: City of Toronto

Long Term Care Home and City: Castleview Wychwood Towers, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 10, 12-13, 17-19, 2025

The following intake(s) were inspected:

Intake #00160164 - Critical Incident (CI) M510-000059-25 - related to improper care of a resident

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

Resident Care and Support Services

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Home to be safe, secure environment

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: FLTCA, 2021, s. 5

Home to be safe, secure environment

s. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents.

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The Inspector is ordering the licensee to prepare, submit and implement a plan to ensure compliance with [FLTCA, 2021, s. 155 (1) (b)]:

The plan must include but is not limited to:

1. The steps and strategies the home will take to ensure a resident's transfers are conducted as per the resident's plan of care and any transfers requiring specific transferring devices are performed by qualified personnel in accordance with the home's transfer policy.
2. A communication plan amongst the home's staff, the resident, and the resident's Substitute Decision Maker(s) (SDM) related to implementing step one. This communication plan should include, but is not limited to, who was involved, who is able to perform transfers, and rationales as to why interventions/approaches will be used and actions the home staff/management will take if the home's policy is not adhered to.
3. The person(s) who will be responsible for steps one and two and the timeline for completion, if applicable.

Please submit the written plan for achieving compliance for inspection #2025-1536-0008 by email to torontodistrict.mlhc@ontario.ca by December 3, 2025.

Please ensure that the submitted written plan does not contain any Personal Information (PI)/Personal Health information (PHI).

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Grounds

A resident was transferred by a non-staff member independently with a transferring device on 31 documented occasions. Staff intervened on two occasions when the non-staff member was observed using the transferring device improperly.

The home's policy indicates that all residents who require the transferring device should have two nursing staff operate the device for resident safety.

The Director of Nursing (DON), Nurse Manager (NM), and Physiotherapist (PT) indicated there was no circumstance in which a non-staff member should operate the device, and doing so placed the resident and the non-staff member at risk of harm or injury.

Failure to provide a safe environment for the resident during all transfers with the home's device placed the resident at increased risk of injury.

Sources: Interview with home's staff and management, a resident's clinical record, the home's policy, and the home's correspondence with the head office



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

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This order must be complied with by January 16, 2026

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.