

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

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| Report Issue Date: April 14, 2026 |
| Inspection Number: 2026-1594-0002 |
| Inspection Type: Critical Incident |
| Licensee: City of Toronto |
| Long Term Care Home and City: Lakeshore Lodge, Etobicoke |

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: April 8 - 9, 13 - 14, 2026
The inspection occurred offsite on the following date: April 10, 2026

The following intake was inspected in this Critical Incident (CI) inspection:
-Intake: #00168831 - [CI: #M595-000002-26] - related to improper transferring

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

Resident Care and Support Services

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

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 the resident as specified in the plan.

A resident's plan of care directed staff to follow a specific direction when assisting a resident with their mobility. This direction was not followed on a specified date during an observation



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Fixing Long-Term Care Act, 2021**

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Sources: Observations, resident's clinical records, interviews with staff.



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