

**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:** July 8, 2025

**Inspection Number:** 2025-1528-0007

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** Ina Grafton Gage Home of Toronto

**Long Term Care Home and City:** Ina Grafton Gage Home, Scarborough

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 26-27, 2025 and July 7-8, 2025.

The following intake(s) were inspected:

- Intake: #00150891/Critical Incident (CI) #3034-000017-25 - related to a breakdown of the central air conditioning system in the home
- Intake: #00150937 - a complaint related to concerns regarding air temperatures and resident care and services

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

Resident Care and Support Services  
Safe and Secure Home

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Plan of care

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

**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

**Non-compliance with: FLTCA, 2021, s. 6 (9) 1.**

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

The licensee has failed to ensure that the provision of care set out in a resident's plan of care was documented. The resident's temperature was to be taken when the temperature inside the home exceeded a certain temperature. The resident's temperatures were taken on two days but not documented.

**Sources:** A resident's clinical records, interviews with the resident and staff.

**WRITTEN NOTIFICATION: Cooling requirements**

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

**Non-compliance with: O. Reg. 246/22, s. 23 (2) (e)**

Cooling requirements

s. 23 (2) The heat related illness prevention and management plan must, at a minimum,

(e) include a protocol for appropriately communicating the heat related illness prevention and management plan to residents, staff, volunteers, substitute decision-makers, visitors, the Residents' Council of the home, the Family Council of the home, if any, and others where appropriate. O. Reg. 246/22, s. 23 (2); O. Reg. 66/23, s. 3 (1).

The licensee has failed to ensure that the heat related illness prevention and management plan included a protocol for appropriately communicating the plan to residents, staff, volunteers, substitute decision-makers, visitors, the Residents' Council of the home, the Family Council of the home, if any, and others where appropriate. A review of the home's Heat Related Illness Prevention and Management Plan did not identify any communication protocol.

**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

**Sources:** Home's Heat Related Illness Prevention and Management Plan (May 15, 2025) and interview with the Acting Director of Care.

**Ministry of Long-Term Care**

Long-Term Care Operations Division  
Long-Term Care Inspections Branch

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

**Toronto District**

5700 Yonge Street, 5th Floor  
Toronto, ON, M2M 4K5  
Telephone: (866) 311-8002