

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: March 19, 2026
Inspection Number: 2026-1531-0002
Inspection Type: Critical Incident Follow up
Licensee: City of Toronto
Long Term Care Home and City: Bendale Acres, Scarborough

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: March 16, 17, 18, 19, 2026

The following intakes were inspected:

- Intake: #00169293- related to follow-up of Compliance Order (CO) #001 related to prevention of abuse and neglect;
- Intake: #00168542- Critical Incident System (CIS) # M504-000006-26 related to a resident fall with injury;
- Intake: #00169577- CIS # M504-000012-26 and M504-000013-26 related to allegations of staff to resident neglect.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2026-1531-0001 related to FLTCA, 2021, s. 24 (1).

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

Resident Care and Support Services
Prevention of Abuse and Neglect
Falls Prevention and Management

INSPECTION RESULTS

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

WRITTEN NOTIFICATION: Nutritional care and hydration programs

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

Non-compliance with: O. Reg. 246/22, s. 74 (2) (d)

Nutritional care and hydration programs

s. 74 (2) Every licensee of a long-term care home shall ensure that the programs include,

(d) a system to monitor and evaluate the food and fluid intake of residents with identified risks related to nutrition and hydration; and

The home's policy stated that a dehydration risk assessment was to be completed when a resident's intake of fluids was under a certain amount for a number of days. A resident experienced decreased fluid intake that met the threshold of completing a dehydration risk assessment based on the home's policy, however this was not completed.

Sources: Policy titled: Nutrition and Hydration Program, dated August 15, 2021; a resident's assessments and fluid intake records; Interview with a Nurse Manager (NM) and a Registered Nurse (RN).