

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: October 30, 2025

Inspection Number: 2025-1023-0003

Inspection Type:

Critical Incident

Licensee: Kindera Living Care Centres LP by its general partners, Kindera Living Care Centres GP Inc. and Kindera Living Management Inc.

Long Term Care Home and City: Wellington Park Care Centre, Burlington

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 23-24, 27-29, 2025.

The following intakes were completed in this Critical Incident (CI) inspection:
Intake# 00155830 was related to resident care and support services.
Intake# 00158211 was related to infection prevention and control.

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

Resident Care and Support Services
Infection Prevention and Control

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Infection prevention and control program

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

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

The licensee has failed to ensure the implementation of any standard or protocol issued by the Director with respect to infection prevention and control.

Additional precaution signage was observed on a resident's door. Two Personal Support Workers (PSW) providing care to the resident did not wear the required Personal Protective Equipment (PPE), including the eye protection. Furthermore, upon leaving the resident's room, both staff were observed not adhering to proper PPE removal practices. One PSW was noted transporting the resident through the hallway while wearing soiled PPE, and the other PSW failed to change their mask.

Sources: Observation, IPAC Standard (revised September 2023), Personal Protective Equipment policy (Last revised: February 15, 2025), and interviews with staff.

WRITTEN NOTIFICATION: CMOH and MOH

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

Non-compliance with: O. Reg. 246/22, s. 272

CMOH and MOH

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s. 272. Every licensee of a long-term care home shall ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act are followed in the home.

The Licensee has failed to ensure that staff followed the cleaning and disinfecting principles outlined in the directive issued by the Chief Medical Officer of Health (CMOH).

The Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings (effective February 2025) indicates that cleaning and disinfection should be performed from 'clean areas to dirty areas'. Staff reported that on a specified date in October 2025, resident rooms under additional precautions in a specified home area were cleaned and disinfected before those under routine precautions.

Sources: Environment Cleaning policy (Last revised: April 3, 2025), interviews with staff, document: Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings (Effective February 2025).