

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: September 10, 2025

Inspection Number: 2025-1533-0007

Inspection Type:

Complaint

Licensee: Corporation of the County of Bruce

Long Term Care Home and City: Brucelea Haven Long Term Care Home -
Corporation of the County of Bruce, Walkerton

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 4, 9-10, 2025

The following intake(s) were inspected:

-Intake: #00154460 - Complaint related to resident care and food, nutrition and hydration.

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

Resident Care and Support Services
Food, Nutrition and Hydration

INSPECTION RESULTS

WRITTEN NOTIFICATION: Nutritional care and hydration programs

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

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

Nutritional care and hydration programs

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

(a) the development and implementation, in consultation with a registered dietitian who is a member of the staff of the home, of policies and procedures relating to nutritional care and dietary services and hydration;

The licensee failed to implement nutritional care and dietary service policies when staff pre-poured beverages before residents were seated, and cold drinks were not kept on ice.

Sources: Meal service observation, Food Temperatures – Point of Service policy, Dining Experience policy, Interview with staff.

WRITTEN NOTIFICATION: Maintenance services

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

Non-compliance with: O. Reg. 246/22, s. 96 (2) (a)

Maintenance services

s. 96 (2) The licensee shall ensure that procedures are developed and implemented to ensure that,

(a) electrical and non-electrical equipment, including mechanical lifts, are kept in good repair, and maintained and cleaned at a level that meets manufacturer specifications, at a minimum;

The licensee failed to ensure effective implementation of policies and procedures

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for maintaining mechanical lift equipment. Staff were expected to use batteries designated for their shift to allow adequate charging time; however, this protocol was not consistently followed, leading to frequent battery depletion during resident transfers.

Sources: Interview with staff and resident, Mechanical Lifting & Sling Safety Protocol, Inspector observations.