

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:** March 18, 2026

**Inspection Number:** 2026-1127-0002

**Inspection Type:**

Complaint  
Follow up

**Licensee:** DTOC II Long Term Care LP, by its general partner, DTOC II Long Term Care MGP (a general partnership) by its partners, DTOC II Long Term Care GP Inc. and Arch Venture Holdings Inc.

**Long Term Care Home and City:** Niagara Long Term Care Residence, Niagara On The Lake

## INSPECTION SUMMARY

The inspection occurred onsite on the following dates: March 5, 6, 9-12, 16, 18, 2026.

The following intakes were inspected:

- Intake #00164959 -Follow-up #1- CO #002 / 2025-1127-0007, O. Reg. 246/22-s. 74 (2) (c) related to the Nutritional Care and Hydration programs, CDD- January 26, 2026
- Intake #00164960 -Follow-up #1- CO #001 / 2025-1127-0007, O. Reg. 246/22-s. 74 (2) (b) related to the Nutritional Care and Hydration Programs, CDD- January 26, 2026
- Intake #00169810- Complainant with concerns regarding falls prevention and management, plan of care, laundry and housekeeping services, Residents' Bill of Rights.

### Previously Issued Compliance Order(s)

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

- Order #002 from Inspection #2025-1127-0007 related to O. Reg. 246/22, s. 74 (2) (c).
- Order #001 from Inspection #2025-1127-0007 related to O. Reg. 246/22, s. 74 (2) (b).

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

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

Food, Nutrition and Hydration  
Housekeeping, Laundry and Maintenance Services  
Residents' Rights and Choices  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Resident records

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

**Non-compliance with: O. Reg. 246/22, s. 274 (b)**

Resident records

s. 274. Every licensee of a long-term care home shall ensure that,  
(b) the resident's written record is kept up to date at all times.

A resident's original advanced directive document that was filled out on admission, was provided to emergency medical service providers during the resident's transfer to hospital. No copy or original copy of the document was kept within the written record for the resident, which was the expectation based on the home's policies and procedures.

**Sources:** Interviews with registered staff, and Assistant Director of Care; the home's policy for transfers to hospital; the physical chart of a resident; admission assessments of a resident; progress notes for a resident.

### COMPLIANCE ORDER CO #001 Plan of care

NC #002 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

**Non-compliance with: FLTCA, 2021, s. 6 (5)**

Plan of care

s. 6 (5) The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate fully in the development and implementation of the resident's plan of care.

**The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:**

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

- 1) Complete a review of the home's expectations related to registered staff contacting the resident's substitute decision maker (SDM) or power of attorney (POA) of care when a resident has signs of decline in health condition, based on signs of decline the home deems appropriate; and
- 2) Maintain written records of the home's review of expectations related to registered staff contacting SDM/POA when residents have signs of decline in health condition. The written record will include the date(s) and time(s) the review(s) were done, who was present for the review(s), the results of each review, and if any changes were required to any of the home policy and procedures, include what changes were implemented and by who; and
- 3) Educate all registered staff on expectations related to contacting SDM/POA when residents have signs of decline in health condition, and the policy or procedure changes, if any were made; and
- 4) Maintain a written record of the education provided, the names and roles of staff who completed the education, the date and time when the education was completed, and who provided the education.

## Grounds

(a) On a day in January 2024, a resident was assessed by the physician and medication changes were made to the resident's plan of care. Informed consent from the resident's power of attorney for care (POA) and substitute decision maker (SDM) was not obtained or documented on as required for the newly ordered medication.

**Sources:** Resident clinical record including physician orders, progress notes, and medication administration record; Interview's with registered staff, the ADOC, and the physician; the home's policy for consent to treatment.

(b) For specific days in February 2024, a resident had signs of decline in health condition with identified symptoms. The physician assessed the resident, and recommended a specialist be called for further treatment. The resident continued to experience signs of decline in health condition.

During that time, the resident's POA and SDM was not informed of the resident's health condition and was not offered the chance to participate in the plan of care.

At a later identified date, the nurse practitioner assessed the resident, informed the POA

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

and SDM, and as a result, the POA and SDM had wished to send the resident to the hospital for further investigation.

The resident's POA and SDM did not have the chance to participate in the resident's plan of care when they were not informed of earlier signs of decline in the resident's health condition and results of the physician assessment. By the time the POA and SDM was contacted, the resident experienced a change in condition, and the POA requested for the resident to be hospitalized.

**Sources:** Resident progress notes and clinical record; interview with registered staff, nurse practitioner, physician, and ADOC ; the home's policy related to consent to treatment; the home's policy related to advanced care planning.

**This order must be complied with by May 25, 2026**

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

## REVIEW/APPEAL INFORMATION

**TAKE NOTICE** The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

**Director**  
c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> floor  
Toronto, ON, M7A 1N3  
e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

**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

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

**Health Services Appeal and Review Board**

Attention Registrar  
151 Bloor Street West, 9<sup>th</sup> Floor  
Toronto, ON, M5S 1S4

**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> Floor  
Toronto, ON, M7A 1N3  
e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).