

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

<b>Report Issue Date:</b> February 25, 2026
<b>Inspection Number:</b> 2026-1541-0001
<b>Inspection Type:</b> Critical Incident
<b>Licensee:</b> Corporation of the County of Dufferin
<b>Long Term Care Home and City:</b> Dufferin Oaks, Shelburne

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 17 – 20, 23 – 25, 2026

The following intake(s) were inspected:

- Intake: #00164541, CI #M516-000037-25 related to prevention of abuse and neglect
- Intake: #00165735, CI #M516-000039-25 related to infection prevention and control

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

- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Responsive Behaviours

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Administration of drugs

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

**Non-compliance with: O. Reg. 246/22, s. 140 (3) (b) (ii) (A)**

Administration of drugs

s. 140 (3) Subject to subsections (4) and (6), the licensee shall ensure that no person administers a drug to a resident in the home unless,

(b) where the administration does not involve the performance of a controlled act under

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subsection 27 (2) of the Regulated Health Professions Act, 1991, the person is,  
(ii) a personal support worker who has received training in the administration of drugs in accordance with written policies and protocols developed under subsection 123 (2), who, in the reasonable opinion of the licensee, has the appropriate skills, knowledge and experience to administer drugs in a long-term care home, who has been assigned to perform the administration by a member of the registered nursing staff of the long-term care home and is under the supervision of that member in accordance with any practice standards and guidelines issued by the College of Nurses of Ontario, and who,  
(A) meets the requirements set out in subsection 52 (1) or who is described in subsection 52 (2), or

During an observation, a staff member who had not received training to administer medications provided a scheduled oral medication to a resident.

**Sources:** resident's clinical record, medication administration policy, interview with staff

## COMPLIANCE ORDER CO #001 Responsive behaviours

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

**Non-compliance with: O. Reg. 246/22, s. 58 (4) (b)**

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

(b) strategies are developed and implemented to respond to these behaviours, where possible; and

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

The licensee shall:

1) Provide retraining to all front line staff including Personal Support Workers and registered nursing staff who regularly work night shifts to ensure understanding of the home's policies and procedures related to code white and one-to-one staffing expectations.

2) Provide retraining to all registered nursing staff to ensure understanding of their duties described in the home's policies and procedures related to responsive behaviour

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management program.

3) Document the training provided to staff members from (1) and (2), including the date and time of the retraining, the name of staff members who attended and who provided the training, the content of the education and the method used to assess staff understanding and knowledge. A record of the training should be kept at the home.

4) Conduct daily audits for three weeks, to ensure that when a resident is demonstrating responsive behaviours that are new or not relieved by their current interventions, registered staff are:

- a. completing required assessments, referrals, and identifying risk and/or triggers
- b. developing and/or revising strategies to respond to behaviours
- c. documenting identified behaviour, risks, triggers, and strategies in care plan
- d. providing appropriate interventions

5) Document the audits, including the date and time the audit was completed, staff who completed the audit, the resident name, elements checked during the audit, and any actions taken based on the audit results. A copy of the audit should be kept at the home.

### Grounds

A resident had a known responsive behaviour however, strategies were not developed and implemented in their plan of care to mitigate their behaviours and risk of harm to others.

Staff observed the resident repeatedly exhibiting responsive behaviours. Although in the moment, interventions were implemented, two residents were affected, fearing for their safety.

**Sources:** residents' clinical record, code white & purple policy, responsive behaviours prevention and management program policy, interview with resident and staff

**This order must be complied with by** March 27, 2026

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## 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

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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).



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

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