

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: August 1, 2025

Inspection Number: 2025-1628-0002

Inspection Type:
Critical Incident

Licensee: The Corporation of the City of Guelph

Long Term Care Home and City: The Elliott Long Term Care Residence, Guelph

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 30, 31, 2025 and August 1, 2025

The following intake(s) were inspected:

- Intake: #00147754 - M633-000003-25 related to an emergency evacuation.

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

Safe and Secure Home

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Home to be safe, secure environment

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

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Non-compliance with: FLTCA, 2021, s. 5

Home to be safe, secure environment

s. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents.

The Inspector is ordering the licensee to prepare, submit and implement a plan to ensure compliance with FLTCA, 2021, s. 5 [FLTCA, 2021, s. 155 (1) (b)]:

The plan must include but is not limited to:

- (1) How the home will ensure that staff who are designated to use and/or provide the key for use of the recreational stoves, are aware of the purpose of the power disruptor and their roles and responsibilities.
- (2) How the home will ensure the environment remains safe during and after the use of recreational stoves.

Please submit the written plan for achieving compliance for inspection #2025-1628-0002 to the LTC Homes Inspector, MLTC, by email by August 19, 2025.

Please ensure that the submitted written plan does not contain any PI/PHI.

Grounds

The licensee failed to ensure the home was a safe environment when a staff member left a recreational stove on.

The home had a process in place which required staff not to leave recreational stoves with power unattended and for the area to remain clutter free.

On a specific day, the stove on a home area was left unattended while the power disruptor was offline. A plastic tray was left on top of the stove. That evening, the stove elements were inadvertently turned on causing the plastic tray to melt and emit smoke. The fire department was notified, and the home conducted a

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temporary evacuation as a response.

Sources: Critical Incident, Home's Incident Summary and Action Plan, and interview with staff.

This order must be complied with by September 29, 2025

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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, 8th floor
Toronto, ON, M7A 1N3

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e-mail: 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

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:

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Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: 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.