

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: July 31, 2025

Inspection Number: 2025-1102-0003

Inspection Type:

Complaint
Critical Incident

Licensee: Clurelea Ltd.

Long Term Care Home and City: Good Samaritan Nursing Home, Alliston

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 24 -25, and 28 - 31, 2025

The following intake(s) were inspected:

- Intake: #00152840 - Complainant related to air temperatures and meals
- Intake: #00153799 - Critical incident - related to respiratory outbreak
- Intake: #00153832 - Complainant related to air temperatures and air conditioner not functioning

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

Food, Nutrition and Hydration
Safe and Secure Home
Infection Prevention and Control

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Air temperature

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

Non-compliance with: O. Reg. 246/22, s. 24 (3)

Air temperature

s. 24 (3) The temperature required to be measured under subsection (2) shall be documented at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

The licensee failed to ensure that the air temperature was measured and documented in writing, at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

Over a two month period in 2025, records for air temperatures showed blanks where temperatures were not recorded three times per day as required.

Sources: Air temp records, interviews with ESM, staff, residents

WRITTEN NOTIFICATION: Dealing with complaints

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

Non-compliance with: O. Reg. 246/22, s. 108 (2)

Dealing with complaints

s. 108 (2) The licensee shall ensure that a documented record is kept in the home that includes,

(a) the nature of each verbal or written complaint;

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- (b) the date the complaint was received;
- (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
- (d) the final resolution, if any;
- (e) every date on which any response was provided to the complainant and a description of the response; and
- (f) any response made in turn by the complainant.

The licensee failed to ensure that when concerns related to portion sizes of meals were brought forward, the concern was documented along with when the concern was received, what actions were taken to address the concern and final resolution of the concern.

Two residents identified concerns related to portion size of the meal being smaller and said it had been brought forward in Food Committee Meetings. No record of the concern or resolutions was provided to the inspector.

Sources: Complaint intake, Food Committee meeting minutes, Resident Council meeting minutes, interviews with Nutrition Manager, staff and residents.