

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: February 12, 2026

Inspection Number: 2026-1235-0001

Inspection Type:

Complaint
Critical Incident

Licensee: Omni Quality Living (Southwest) Limited Partnership by its general partner Omni Quality Living (Southwest) GP Ltd.

Long Term Care Home and City: Grace Villa Nursing Home, Hamilton

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: February 4, 5, 6, 9, 10, 11 and 12, 2026.

The following intakes were inspected:

- Intake: #00166009 - Critical Incident (CI) 2741-000030-25 - related to falls prevention and management.
- Intake: #00167867 - Complaint regarding prevention of abuse and neglect, resident charges and trust accounts, nutrition and hydration program, reporting and complaints and recreational and social activities.
- Intake: #00168565 - Complaint regarding safe and secure environment.

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

Food, Nutrition and Hydration
Safe and Secure Home

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Prevention of Abuse and Neglect
Reporting and Complaints
Recreational and Social Activities
Falls Prevention and Management
Resident Charges and Trust Accounts

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

Plan of care for a resident stated the resident was to have a specific intervention at meal times and this intervention was not followed during an observation.

Sources: Discussion and observation with a resident, review of the resident's plan of care and discussion with staff.

WRITTEN NOTIFICATION: Complaints procedure - licensee

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

Non-compliance with: FLTCA, 2021, s. 26 (1) (a)

Complaints procedure — licensee

s. 26 (1) Every licensee of a long-term care home shall,

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(a) ensure that there are written procedures that comply with the regulations for initiating complaints to the licensee and for how the licensee deals with complaints;

The Complaints Process did not specifically include the requirement to forward written complaints to the Director when there was an allegation of harm or risk of harm, including, but not limited to, physical harm, to one or more residents.

Sources: Review of Response to Complaints and interview with the Administrator.

WRITTEN NOTIFICATION: Recreational and social activities

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 71 (2) (c)

Recreational and social activities program

s. 71 (2) Every licensee of a long-term care home shall ensure that the program includes,

(c) recreation and social activities that include a range of indoor and outdoor recreation, leisure and outings that are of a frequency and type to benefit all residents of the home and reflect their interests;

Recreation and social outings offered and available in 2025 did not benefit all residents or reflect a variety of interests when they were isolated to small group shopping trips to stores and a restaurant within walking distance from the home.

Sources: Review of Program Calendars, Residents' Council Meeting Minutes, interview with residents and the Director of Program and Support Services.

WRITTEN NOTIFICATION: Food production

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NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 78 (2) (f)

Food production

s. 78 (2) The food production system must, at a minimum, provide for,
(f) communication to residents and staff of any menu substitutions; and

A menu substitution was not communicated to the residents.

Sources: Review of the posted menu and interview with the Director of Culinary Services.

WRITTEN NOTIFICATION: Dining and snack service

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 79 (1) 1.

Dining and snack service

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

1. Communication of the seven-day and daily menus to residents.

The seven-day menu was not communicated to residents when the 2025 Summer Fall menu was posted and not the current 2025-2026 Winter Spring menu.

Sources: Observations of the posted menu and interview with the Director of Culinary Services.

WRITTEN NOTIFICATION: Dealing with complaints

NC #006 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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Non-compliance with: O. Reg. 246/22, s. 108 (1) 1.

Dealing with complaints

s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm including, but not limited to, physical harm, to one or more residents, the investigation shall be commenced immediately.

A response was not provided to the complainant in follow up to their emailed concerns.

Sources: A review of Client Service Response, emailed complaint and corresponding documentation including Dispute Resolution Form and interviews with staff including the Administrator.