

Public Report

Report Issue Date: November 19, 2025

Inspection Number: 2025-1216-0004

Inspection Type:

Proactive Compliance Inspection

Licensee: Hardy Terrace LTC Operating Limited

Long Term Care Home and City: Hardy Terrace, Brantford

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 6, 7, 12-14, 18, and 19, 2025.

The following intake(s) were inspected:

- Intake: #00160231 - Proactive Compliance Inspection

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

Resident Care and Support Services

Skin and Wound Prevention and Management

Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Annual Dental Assessment

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

Non-compliance with: O. Reg. 246/22, s. 38 (1) (c)

Ministry of Long-Term Care

Long-Term Care Operations Division

Long-Term Care Inspections Branch

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

London District

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London, ON, N6A 5R2

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Oral care

s. 38 (1) Every licensee of a long-term care home shall ensure that each resident of the home receives oral care to maintain the integrity of the oral tissue that includes, (c) an offer of an annual dental assessment and other preventive dental services, subject to payment being authorized by the resident or the resident's substitute decision-maker, if payment is required.

A resident or their Substitute Decision Maker (SDM) was not offered an annual dental assessment or other preventive dental services as required. Interviews with the Director of Care and Business Manager confirmed that the home does not currently have a contracted dental service provider and does not offer annual dental assessments during admission or annual care conferences. Record review showed no documentation indicating that a resident was offered or received an annual dental assessment or preventive dental services since admission. The resident's SDM also confirmed that these services were not offered at admission or during care conferences.

Sources: Observation, record reviews and interviews