

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: March 9, 2026

Inspection Number: 2026-1560-0002

Inspection Type:

Complaint

Licensee: Corporation of the County of Huron

Long Term Care Home and City: Huronview Home for the Aged, Clinton

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 4, 5, 9, 2026

The inspection occurred offsite on the following date(s): March 6, 2026

The following intake(s) were inspected:

- Intake: #00170507 - An anonymous complaint related to alleged abuse.

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

Prevention of Abuse and Neglect
Responsive Behaviours

INSPECTION RESULTS

COMPLIANCE ORDER CO # Plan of care

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

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Non-compliance with: FLTCA, 2021, s. 6 (2)

Plan of care

s. 6 (2) The licensee shall ensure that the care set out in the plan of care is based on an assessment of the resident and on the needs and preferences of that resident.

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

Specifically, the licensee must:

1. Hold an interdisciplinary care conference with the purpose to discuss and develop a plan regarding two residents' individual needs for additional assessments and care planning. Keep a record of the meeting, the date and time, who attended, topics discussed, decisions made and who will be responsible for completing which actions.
2. Provide an opportunity for both residents and their Substitute Decision Makers (SDM) to participate in the development and implementation of the residents' plans of care. Keep a record of the who participated, topics discussed and decisions made.
3. Update the plans of care for both residents to include clear, individualized, and specific direction for staff that is based on assessments of the residents.
4. After parts 1 to 3 are completed, hold at least one follow-up interdisciplinary care conference with direct care staff involved in providing care to the residents with the purpose to review and discuss their assessments and plans of care. Keep a record of the meeting, the date and time, who attended, topics discussed, decisions made and who will be responsible for completing which actions. Provide a copy of the record of the meeting for all staff who either were not able to attend the meeting or are new to the unit.

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Grounds

There was an incident between two residents with cognitive impairment. Neither resident was assessed related to their wishes or needs after the incident and the plans of care for both residents did not identify clear directions for direct care staff that was based on an assessment of the residents needs and preferences. During the inspection, care plans were updated in part, and conversations with residents and their families were initiated; but staff were unsure what the expectations were for them related to these residents.

Sources: Observations of residents, health records for residents, and interviews with residents, the Director of Care, Registered Nurses, and Personal Support Workers.

This order must be complied with by April 17, 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, 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:



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

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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
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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.