

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: September 19, 2025

Inspection Number: 2025-1493-0004

Inspection Type:

Complaint
Critical Incident

Licensee: Niagara Ina Grafton Gage Village

Long Term Care Home and City: Niagara Ina Grafton Gage Village, St Catharines

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 10-12 and 15-19, 2025

The following intake(s) were inspected:

- Intake: #00155157, Critical Incident System (CIS) #2994-000015-25 related to housekeeping, laundry and maintenance services and skin and wound care;
- Intake: #00155365 complaint related to housekeeping, laundry and maintenance services and skin and wound care; and
- Intake: #00156489 complaint related to food, nutrition and hydration.

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

Skin and Wound Prevention and Management
Housekeeping, Laundry and Maintenance Services
Food, Nutrition and Hydration
Reporting and Complaints

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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 (8)

Plan of care

s. 6 (8) The licensee shall ensure that the staff and others who provide direct care to a resident are kept aware of the contents of the resident's plan of care and have convenient and immediate access to it.

The licensee has failed to ensure that dietary staff were kept aware of the contents of a resident's plan of care and had convenient and immediate access to it.

A resident was assessed by the Registered Dietitian (RD) and several dietary recommendations were made. This information was not available in the Long-Term Care dietary profile book, which was the only document dietary staff had available to them during meal service regarding the resident's dietary needs.

Sources: A resident's clinical record; Long-Term care dietary profile book; staff interviews.

WRITTEN NOTIFICATION: Skin and wound care

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

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (iv)

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Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

(iv) is reassessed at least weekly by an authorized person described in subsection (2.1), if clinically indicated;

The licensee has failed to ensure a resident's areas of altered skin integrity were reassessed at least weekly when clinically indicated between July and August, 2025. The Director of Care (DOC) acknowledged that weekly reassessments were not completed as required.

Sources: A resident's clinical record; the home's Skin Care Protocol; interview with the DOC and other staff.

WRITTEN NOTIFICATION: Menu planning

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

Non-compliance with: O. Reg. 246/22, s. 77 (3)

Menu planning

s. 77 (3) The licensee shall ensure that a written record is kept of the evaluation under clause (2) (b) that includes the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that the changes were implemented. O. Reg. 246/22, s. 390 (1).

The licensee has failed to ensure that a written record was kept of the most recent spring/summer 2025 menu evaluation that included the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date the changes were implemented.

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Sources: Interview with the Food and Laundry Services Coordinator and RD.

WRITTEN NOTIFICATION: Dining and snack service

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

Non-compliance with: O. Reg. 246/22, s. 79 (1) 4.

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:

4. A process to ensure that food service workers and other staff assisting residents are aware of the residents' diets, special needs and preferences.

The licensee has failed to ensure that there was a process in place for food service workers and other staff assisting residents to ensure they were aware of the residents' diets and special needs.

A resident required specific diet orders. The home did not have a documented process that identified what to provide residents on the diet orders. Dietary staff only had access to the Long-Term Care dietary profile book which did not contain any information on the diet orders for the resident. The home also did not have any policies or procedures in place that outlined what was to be provided to residents with these specific diet orders.

Sources: A resident's clinical record; nutrition program policies and procedures; staff interviews.

WRITTEN NOTIFICATION: Dealing with complaints

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

Non-compliance with: O. Reg. 246/22, s. 108 (1) 3. i.

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:

3. The response provided to a person who made a complaint shall include,
 - i. the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the *Excellent Care for All Act, 2010*,

The licensee has failed to ensure that their response to a complaint concerning the care of a resident included the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the *Excellent Care for All Act, 2010*.

Sources: Critical Incident report; e-mail records; interview with the DOC.