

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: January 29, 2026

Inspection Number: 2026-1567-0001

Inspection Type:
Proactive Compliance Inspection

Licensee: The Regional Municipality of Niagara

Long Term Care Home and City: Linhaven, St Catharines

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 13, 16, 19, 20-23, 26-29, 2026

The inspection occurred offsite on the following date(s): January 15, 2026

The following intake(s) were inspected:
-Intake: #00166887 -Proactive Compliance Inspection (PCI).

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

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

INSPECTION RESULTS

WRITTEN NOTIFICATION: Doors in a home

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

Non-compliance with: O. Reg. 246/22, s. 12 (2)

Doors in a home

s. 12 (2) The licensee shall ensure that there is a written policy that deals with when doors leading to secure outside areas must be unlocked or locked to permit or restrict

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

unsupervised access to those areas by residents.

On a specified date in January 2026, there were three doors observed to be unlocked. The main floor garden doors had signage that indicated the doors to the outside garden were closed for the season. However, there were two doors observed to be unlocked. Additionally, there was a door on the second floor of the home that lead to a balcony that was also unlocked. The home's policy titled "Safe and Secure Resident and Outdoor Areas", indicated that doors leading to secured outdoor areas and balconies must be equipped with a locking system and be locked during specified timeframes. The Administrator was informed and indicated they would be locked immediately.

Sources: Observations made of doors leading to outside, review of the home's policy "Safe and Secure Resident and Outdoor areas", last revised June 2025, interview with Administrator.

WRITTEN NOTIFICATION: Communication and response system

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

Non-compliance with: O. Reg. 246/22, s. 20 (e)

Communication and response system

s. 20. Every licensee of a long-term care home shall ensure that the home is equipped with a resident-staff communication and response system that,
(e) is available in every area accessible by residents;

On a specified date in January 2026, two home areas had areas that were accessible to residents that did not have a resident-staff communication and response system installed. During the inspection the home installed call bells that were functioning and connected to the communication and response system.

Sources: Observations, the home's policy titled "Nursing Communication System", last revised 07-24-23, interview with Administrator.

COMPLIANCE ORDER CO #001 Communication and response system

NC #003 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 20 (a)

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

Communication and response system

s. 20. Every licensee of a long-term care home shall ensure that the home is equipped with a resident-staff communication and response system that,
(a) can be easily seen, accessed and used by residents, staff and visitors at all times;

The Inspector is ordering the licensee to prepare, submit and implement a plan to ensure compliance with O. Reg. 246/22, s. 20 (a) [FLTCA, 2021, s. 155 (1) (b)]:

The plan shall include but is not limited to:

-How the home is going to ensure call bells in common areas for residents in the home are unobstructed and easily accessible.

Please submit the written plan for achieving compliance for inspection #2026-1567-0001 to LTC Homes Inspector, MLTC, by email to HamiltonDistrict.MLTC@ontario.ca by February 12, 2026.

Please ensure that the submitted written plan does not contain any Personal Information (PI)/Personal Health Information (PHI).

Grounds

On a specified date in January 2026, the resident-staff communication system in common areas on multiple home areas were not easily accessible to residents as they were obstructed by furniture.

Resident safety and well-being were at risk when the resident-staff communication and response system was not easily accessible.

Sources: Home observation made, home's policy "Nursing Communication System", last revised 07-24-23, interview with Administrator.

This order must be complied with by April 3, 2026

COMPLIANCE ORDER CO #002 Dining and snack service

NC #004 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 79 (1) 5.

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

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:

5. Food and fluids being served at a temperature that is both safe and palatable to the residents.

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

Specifically the licensee must;

A. Educate all Food Service Workers and Cooks regarding the importance of safe and palatable temperatures and the home's procedure of performing corrective actions for when temperatures are out of range.

B. Maintain a record of the training including the date of the training, name and role of staff trained, and who provided the training. A record of the training material is to be kept and made available to the Inspector upon request.

C. Perform weekly temperature audits for at least six (6) weeks of one lunch or dinner service on all home areas and address any temperature related concerns.

Grounds

Hot and cold food items served on a specified date in January 2026 at the lunch service on multiple home areas were not served at safe and palatable temperatures.

The home's procedure outlined acceptable hot- and cold-holding temperatures to prevent bacterial growth and maintain food safety as well as required corrective actions to take to ensure appropriate temperatures prior to serving. Food service workers on five (5) home areas recorded the food temperatures but did not identify the unsafe food temperature range and served the food items.

Food items that were served at incorrect temperatures placed residents' health at risk.

Sources: Observations made, Food Temperature Recording Procedure, Temperature Report on specified date, and interview with Nutrition Manager.

This order must be complied with by April 3, 2026



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**

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

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

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
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

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

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:

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
Toronto, ON, M7A 1N3
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.



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**

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137