

**Ministry of Long-Term Care**

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

**Central West District**

609 Kumpf Drive, Suite 105  
Waterloo, ON, N2V 1K8  
Telephone: (888) 432-7901

## Public Report

**Report Issue Date:** March 31, 2025

**Inspection Number:** 2025-1435-0002

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** Parkwood Mennonite Home Inc.

**Long Term Care Home and City:** Parkwood Mennonite Home, Waterloo

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 27, 28, 31, 2025

The following intake(s) were inspected:

- Intake: #00140612 - Falls Prevention and Management
- Intake: #00141559 - Bed Refusal
- Intake #00142930 - Infection Prevention and Control

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

Infection Prevention and Control  
Falls Prevention and Management  
Admission, Absences and Discharge

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Infection Prevention and Control

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

**Non-compliance with: O. Reg. 246/22, s. 115 (1) 5.**

Reports re critical incidents

s. 115 (1) Every licensee of a long-term care home shall ensure that the Director is immediately informed, in as much detail as is possible in the circumstances, of each of the following incidents in the home, followed by the report required under subsection (5):

5. An outbreak of a disease of public health significance or communicable disease as defined in the Health Protection and Promotion Act.

On a specific date in March the licensee failed to declared the home in outbreak, it was reported to the Director one day later.

**Source:** Critical Incident Report 2952-000005-25 and interview with IPAC Lead.

## COMPLIANCE ORDER CO #001 Authorization for admission to a home

NC #002 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

**Non-compliance with: FLTCA, 2021, s. 51 (9)**

Authorization for admission to a home

s. 51 (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,

- (a) the ground or grounds on which the licensee is withholding approval;
- (b) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care;
- (c) an explanation of how the supporting facts justify the decision to withhold approval; and

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(d) contact information for the Director.

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

The licensee shall:

With respect to withholding an applicant's admission, provide the applicant and the appropriate placement coordinator with a notice that is in accordance with s. 51 (9) of the FLTCA. The written notice must set out:

- The ground or grounds in which the licensee is withholding approval
- A detailed explanation of the supporting facts, as they related both to the home and to the applicant condition and requirements for care.
- An explanation of how the supporting facts justify the decision to withhold approval; and
- Contact information for the Director

Keep a copy of the written notice in the home for review by an inspector, as necessary.

**Grounds**

The licensee failed to comply with s. 51 (9) of the FLTCA when it provided the applicant and the appropriate placement coordinator with a written notice withholding approval of admission that did not set out (i) the grounds (ii) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant condition and requirements for care; (iii) an explanation of how the supporting facts justify the decision to withhold approval; and (iv) the contact information for the Director.

The written notice provided reference to the home's current staffing levels and the inability to manage the applicant's care needs.

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A complaint was received by the Ministry of Long-term Care related to the licensee withholding the applicant's admission to the home.

The applicant had been placed on a waiting list for admission to Parkwood Mennonite Home approximately six months before the applicant had been denied admission.

Earlier this year, the Director of Nursing went to assess the applicant in hospital. Placement staff at the hospital asked that the resident not be seen unless the home was going to accept the applicant for admission. The home did not meet with the applicant but reviewed the applicants care needs with placement and hospital staff.

As described above, the applicant and the placement coordinator were sent a written notice from the home that indicated that the home was withholding the applicant's admission because current staffing levels in the home would be unable to manage the applicants care needs.

The placement coordinator stated that the applicant had experienced severe emotional upset related to the home's bed refusal and continued to live in hospital.

**Sources:** refusal letter to applicant, interviews with staff and placement coordinator

**This order must be complied with by** April 25, 2025

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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, 8<sup>th</sup> floor  
Toronto, ON, M7A 1N3  
e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

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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:

**Health Services Appeal and Review Board**

Attention Registrar  
151 Bloor Street West, 9<sup>th</sup> Floor

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Toronto, ON, M5S 1S4

**Director**

c/o Appeals Coordinator  
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Ministry of Long-Term Care  
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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](http://www.hsarb.on.ca).