

**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:** May 6, 2025

**Inspection Number:** 2025-1490-0003

**Inspection Type:**

Critical Incident  
Follow up

**Licensee:** The Governing Council of the Salvation Army in Canada

**Long Term Care Home and City:** R. H. Lawson Eventide Home, Niagara Falls

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 30, 2025 and May 1 - 2, 5 - 6, 2025.

The following intake(s) were inspected:

- Intake: #00139990 - Follow-up - Compliance Order (CO) - related to Infection Prevention and Control Program- Compliance Due Date: March 28, 2025.
- Intake: #00140817 - Critical Incident - related to Falls Prevention Management Program.

The following intake(s) were completed in this inspection:

- Intake: #00144813 - Critical Incident - related to Falls Prevention Management Program.

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2025-1490-0001 related to O. Reg. 246/22, s. 102 (2)

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(b)

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

Infection Prevention and Control  
Falls Prevention and Management

## INSPECTION RESULTS

### COMPLIANCE ORDER CO #001 Plan of care

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

**Non-compliance with: FLTCA, 2021, s. 6 (7)**

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

**The inspector is ordering the licensee to comply with a Compliance Order**

**[FLTCA, 2021, s. 155 (1) (a)]:**

The Licensee shall:

1. Retrain in person all Personal Support Worker(s) and all Registered Staff that provided care to a Resident on a day in February 2025 on following the plan of care as specified in the care plan.
2. Document the education provided, including the names of the staff in attendance, date and duration of the training, and who provided the education.
3. Keep a record of the training materials used and the date all education was

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completed for inspector review.

**Grounds**

The licensee failed to ensure that the care set out in the plan of care for a resident was provided as specified when the resident had an unwitnessed fall.

The resident had a fall that was unwitnessed on a day in February 2025 and sustained an injury that resulted in death 10 days later due to complications; the residents care plan indicated that the resident would not be left unattended.

Failure to follow the plan of care and not leave the resident unattended as specified put the resident at risk for injury and death.

**Sources:** Resident's clinical records, death certificate, interview with staff, critical incident.

**This order must be complied with by** May 19, 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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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).