

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

<b>Report Issue Date:</b> January 29, 2026
<b>Inspection Number:</b> 2026-1505-0001
<b>Inspection Type:</b> Critical Incident
<b>Licensee:</b> Shalom Manor Long Term Care Home
<b>Long Term Care Home and City:</b> Shalom Manor Long Term Care Home, Grimsby

## INSPECTION SUMMARY

The inspection occurred onsite on the following dates: January 23, 26-29, 2026.

The following Critical Incident (CI) intakes were inspected:

- Intake: #00162456/CI 3009-000016-25 related to infection prevention and control.
- Intake: #00165712/CI 3009-000019-25 related to infection prevention and control.

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

Infection Prevention and Control

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: CMOH and MOH

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

**Non-compliance with: O. Reg. 246/22, s. 272**

CMOH and MOH

s. 272. Every licensee of a long-term care home shall ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act are followed in the home.

When the home was in an infectious disease outbreak, direct high touch contact points

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were to be cleaned and disinfected by housekeeping staff at minimum twice per day and signed off as completed on the appropriate record sheets.

During two different acute respiratory illness outbreaks that impacted multiple home areas, housekeeping staff did not document that high touch contact points were cleaned and disinfected at least twice daily on identified dates as required.

**Sources:** CMOH Recommendation for Outbreak Prevention and Control in Institutions and Congregate Living Settings, effective April 19, 2024, s. 3.12; the home's policy "Cleaning Standards and Frequencies", dated April 14, 2025; the home's policy "Outbreak, Epidemic and Pandemic Plan", dated January 14, 2025; High touch contact point disinfecting logs; Critical Incident Reports; interviews with staff.