

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

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Public Report

Report Issue Date: August 19, 2025

Inspection Number: 2025-1397-0003

Inspection Type:
Critical Incident

Licensee: St. Joseph's Health Centre of Sudbury

Long Term Care Home and City: St. Joseph's Villa, Sudbury, Sudbury

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 29-31, 2025 and August 1, 2025.

The following intake(s) were inspected:

- Intake: related to potential improper/incompetent care of a resident.

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

Safe and Secure Home
Prevention of Abuse and Neglect
Falls Prevention and Management

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Transferring and Positioning Techniques

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

Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

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

1. Provide education to specific staff, on the home's policies titled "Handling of Broken Equipment" and "Lift and Transfers-Minimal Lift, One Person Pivot/Use of Transfer Board, Use of Mechanical Lifts." Maintain a record of the education provided, including the date, name of those who completed the training, and the training materials provided.

Grounds

1.The licensee has failed to ensure that when a resident was being transferred, that staff were following specific procedure's when assisting the resident.

The home's policy titled, "Lift and Transfers-Minimal Lift, One Person Pivot/Use of Transfer Board, Use of Mechanical Lifts," required the staff to do a specific procedure during the transfer, and it was not being done.

Sources: Critical Incident report; a resident's progress notes; investigations file; documents of interviews with staff; policy titled, "Lift and Transfers-Minimal Lift, One Person Pivot/Use of Transfer Board, Use of Mechanical Lifts,"; interviews with PCAs, RN, Assistant Director of Care (ADOC), and Director of Care (DOC). [642]

2.The licensee had failed to ensure that when staff used a specific piece of equipment, and there was an incident with a resident, there was a specific procedure that should be followed, and it was not done.

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Sources: Critical Incident report; a resident's progress notes; investigations file; documents of interviews with staff; maintenance records; policies titled, "Lift and Transfers-Minimal Lift, One Person Pivot/Use of Transfer Board, Use of Mechanical Lifts," and "Handling of Broken Equipment"; interviews with PCAs, RN, Maintenance Manager, Maintenance Assistant, a ADOC, and DOC. [642]

This order must be complied with by September 19, 2025

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REVIEW/APEAL 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

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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.



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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