

Order of the Director Public Report Cover Sheet

Date of the Order: June 3, 2025

Director Order Number: DO #001

Order Type: Compliance Order s. 155 (1) (a)

Licensee: Regional Municipality of Waterloo

Long Term Care Home and City: Sunnyside Home, Kitchener

ORDER OF THE DIRECTOR SUMMARY

Compliance Order #001 was issued in inspection report #2024-1585-0007 for the licensee's non-compliance with s. 6(4)(b) under the Fixing Long Term Care Act, 2021 (FLTCA).

Following a review of CO #001 pursuant to s. 169 of the FLTCA, CO #001 is altered and substituted by this Director's Order.

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Following a review of CO #001 pursuant to s. 169 of the FLTCA, CO #001 is altered and substituted by this Director's Order.

Background

Compliance Order #001 was issued in inspection report #2024-1585-0007 for the licensee's non-compliance with s. 6(4)(b) under the Fixing Long Term Care Act, 2021 (FLTCA). Following a review of CO #001 pursuant to s. 169 of the FLTCA, CO #001 is altered and substituted by this Director's Order.

Order: DO #001

To Regional Municipality of Waterloo, you are hereby required to comply with the following order by the date(s) set out below:

Pursuant to

Order pursuant to FLTCA, 2021,

Non-compliance with: O. Reg. 246/22, s. 53 (1) 2.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

2. A skin and wound care program to promote skin integrity, prevent the development of wounds and pressure injuries, and provide effective skin and wound care interventions.

Order

Regional Municipality of Waterloo, ('the licensee') is ordered:

1. Ensure that all nurses who work on the identified home area, as well as the wound care team nurses, review the LTC home's "Skin and Wound Program, s-50, revised/approved September 17, 2024" and receive education on the program. Education on the program must specifically address when a referral is to be made to other interdisciplinary team members, including but not limited to, the Nurse Practitioner (NP), Physician, and/or the Nurse Specializing in Wound Ostomy and Continence with respect to a resident's altered skin integrity.
2. Keep a record at the LTC home of the education provided, including the staff members who received the education, the person(s) providing it, the content of the education, the date(s) it was provided and a signature of the staff member indicating that they completed the education.

Grounds

The licensee did not ensure that the skin and wound care program for the LTC home was implemented as required.

The LTC home's skin and wound care program as captured in "Residents Care Service Manual, Number s-50 Policy revised/approved April 1, 2024," directed staff

to complete a referral to the NP and/or Physician when a resident experienced worsening or difficult to heal altered skin integrity.

A further revised/approved version of the program policy dated September 17, 2024, directed staff that when residents with ongoing skin integrity issues experienced worsening or difficult to heal altered skin integrities, the RN/Team Lead or RPN should make a referral to the NP and/or Physician.

This order must be complied with by: March 24, 2025

REVIEW/APPEAL INFORMATION**TAKE NOTICE**

Pursuant to s. 170 of the Fixing Long-term Care Act, 2021 the licensee has the right to appeal any of the following to Health Service Appeal Review Board (HSARB):

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
email:
MLTC.AppealsCoordinator@ontario.ca

Ministry of Long-Term Care

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

Order of the Director

Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

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.