

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 13, 2026

Inspection Number: 2026-1585-0001

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: Regional Municipality of Waterloo

Long Term Care Home and City: Sunnyside Home, Kitchener

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 3-6, 9-13, 2026

The following intake(s) were inspected:

Intake: #00165700 - Follow-up #: 1 - FLTCA, 2021 - s. 24 (1)

Intake: #00166573 - Concerns related to allegation of abuse of a resident.

Intake: #00169492 and intake #00170878 - Related to fall of a resident resulting in an injury.

Intake: #00170668 - Related to Skin and Wound Management.

Previously Issued Compliance Order(s)

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

Order #001 from Inspection #2025-1585-0007 related to FLTCA, 2021, s. 24 (1)

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

Skin and Wound Prevention and Management
Prevention of Abuse and Neglect
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Skin and wound care

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

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (i)

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

(i) receives a skin assessment by an authorized person described in subsection (2.1), using a clinically appropriate assessment instrument that is specifically designed for skin and wound assessment,

Two staff members reported an altered skin integrity for a resident on two separate dates, but the resident did not receive a skin assessment until days later.

Sources: Review of the resident's medical records, review of the home's internal investigation and Skin and Wound care Program, interview with staff.

WRITTEN NOTIFICATION: Skin and wound care

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NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (ii)

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

(ii) receives immediate treatment and interventions to reduce or relieve pain, promote healing, and prevent infection, as required,

A resident with an altered skin integrity did not receive an immediate intervention to promote healing.

Sources: Review of the resident's medical records, review of the home's internal investigation and Skin and Wound care Program, interview with staff.