

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: July 7, 2025

Inspection Number: 2025-1511-0004

Inspection Type:

Complaint

Licensee: Mennonite Brethren Senior Citizens Home

Long Term Care Home and City: Mennonite Brethren Senior Citizens Home, St Catharines

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 27, and July 2, 3, 4, 7, 2025

The following intake(s) were inspected:

- Intake #00150859/IL-0141834-HA - related to a safe and secure home
- Intake #00150931/IL-0141855-HA - related to a safe and secure home

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

Safe and Secure Home

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Air conditioning requirements

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

Non-compliance with: O. Reg. 246/22, s. 23.1 (3) 1.

Air conditioning requirements

s. 23.1 (3) The licensee shall ensure air conditioning is operating, and is used in accordance with the manufacturer's instructions, in each area of the long-term care home described in subsection (1) in either of the following circumstances:

1. When needed to maintain the temperature at a comfortable level for residents during the period and on the days described in subsections (1) and (2).

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

The Licensee shall:

- 1) Re-educate all the registered nursing staff on the home's policy related to the prevention and management of heat-related illness for residents, specifically on: Measuring and recording the air temperatures in the resident rooms, resident common areas, and designated cooling areas as required by the legislation.
- 2) Document the education, including the components of education, the date the education was provided, the name of the staff receiving education, and the name of the staff member(s) who provided the education.
- 3) Conduct weekly audits over four consecutive weeks to ensure registered staff are accurately measuring and documenting air temperatures in compliance with legislative requirements.
- 5) Maintain a record of these audits for inspector review, including the dates the audits were completed, the name of staff members who were audited, the name of the staff member(s) who completed the audits, and corrective actions (if any) that were taken after the completion of the audits.
- 6) Ensure that maintenance staff perform weekly audits of the home's ventilation and air conditioning system for four consecutive weeks and maintain records of these audits for Ministry of Long-Term Care (MLTC) inspector review.

Grounds

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The licensee failed to ensure that the home's air conditioning was operational and used in accordance with the manufacturer's instructions in the resident bedrooms.

Records from Environment and Climate Change Canada indicated that outside air temperatures in St. Catharines, where the home is located, exceeded 26 degrees Celsius on the specified dates. Several residents and their families reported that the home's air conditioning system was non-functional during the specified time, and residents indicated that they experienced discomfort and disrupted sleep due to elevated indoor air temperatures.

The registered staff did not document air temperatures for specified dates, as required by legislation, and the Maintenance Supervisor stated that nursing staff did not report elevated indoor air temperatures. The Maintenance Supervisor also acknowledged that concerns were noted with the air conditioning system, and an external contractor restored its functionality.

The residents' comfort, rest, and sleep were negatively affected when the licensee failed to ensure the air conditioning was operational and in good working order.

Sources: Home's Air temperature records, Historical Data by Environment and Climate Change Canada, Maintenance Invoice, interviews with residents, the resident's family member, the Director of Care (DOC), and the maintenance supervisor.

This order must be complied with by August 1, 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

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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, 9th Floor
Toronto, ON, M5S 1S4

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Director

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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.