

**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:** October 30, 2025

**Inspection Number:** 2025-1511-0006

**Inspection Type:**

Critical Incident

**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): October 24, 27-30, 2025

The following intake(s) were inspected:

- Intake: #00158547, Critical Incident System (CIS) #3016-000027-25 related to the prevention of abuse and neglect; and
- Intake: #00158653, CIS #3016-000028-25 related to the prevention of abuse and neglect.

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

Prevention of Abuse and Neglect

**INSPECTION RESULTS**

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## WRITTEN NOTIFICATION: Plan of care

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

**Non-compliance with: FLTCA, 2021, s. 6 (4) (b)**

Plan of care

s. 6 (4) The licensee shall ensure that the staff and others involved in the different aspects of care of the resident collaborate with each other,

(b) in the development and implementation of the plan of care so that the different aspects of care are integrated and are consistent with and complement each other.

The licensee has failed to ensure that staff and others involved in the different aspects of care of a resident collaborated with each other in the development and implementation of the plan of care related to continence so that different aspects of care were integrated and were consistent with and complemented each other.

Point of care (POC) records indicated the resident's continence status over a period of thirty days. The most recent Continence Assessment completed for the resident was not consistent with and did not complement the POC documentation regarding the resident's continence status.

**Sources:** A resident's clinical record; staff interviews.

## WRITTEN NOTIFICATION: Continence care and bowel management

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

**Non-compliance with: O. Reg. 246/22, s. 56 (2) (a)**

Continence care and bowel management

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s. 56 (2) Every licensee of a long-term care home shall ensure that,  
(a) each resident who is incontinent receives an assessment that includes identification of causal factors, patterns, type of incontinence and potential to restore function with specific interventions, and that where the condition or circumstances of the resident require, an assessment is conducted using a clinically appropriate assessment instrument that is specifically designed for assessment of incontinence;

The licensee has failed to ensure that a resident who was incontinent received an assessment that included identification of causal factors, patterns, type of incontinence and potential to restore function with specific interventions. There was no continence assessment completed using a clinically appropriate assessment instrument that was specifically designed for assessment of incontinence for a resident.

**Sources:** A resident's clinical record; staff interviews.