

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: September 22, 2025

Inspection Number: 2025-1233-0003

Inspection Type:

Complaint

Critical Incident

Licensee: Kindera Living Care Centres LP by its general partners, Kindera Living Care Centres GP Inc. and Kindera Living Management Inc.

Long Term Care Home and City: Dundurn Place Care Centre, Hamilton

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: September 16-19, and 22, 2025

The following critical incident intake was inspected:

-Intake #00155934 was related to a medical emergency

The following complaint intake was inspected:

-Intake #00154642 was related to the prevention of abuse and neglect

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

Medication Management

Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Administration of drugs

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

Non-compliance with: O. Reg. 246/22, s. 140 (2)

Administration of drugs

s. 140 (2) The licensee shall ensure that drugs are administered to residents in

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accordance with the directions for use specified by the prescriber. O. Reg. 246/22, s. 140 (2).

The licensee has failed to ensure that a resident was administered a drug in accordance with the directions for use specified by the prescriber.

The resident had a physician order for a medication that included additional directions to hold the medication if certain parameters were met. There was one instance where the parameters to hold the medication were met yet the medication was still administered.

Sources: The resident's clinical records, the home's applicable protocol, and interviews with staff members.