

**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:** May 21, 2025

**Inspection Number:** 2025-1612-0002

**Inspection Type:**

Complaint

**Licensee:** The Regional Municipality of Niagara

**Long Term Care Home and City:** The Woodlands of Sunset, Welland

**INSPECTION SUMMARY**

The inspection occurred offsite on the following date(s): April 7-8, 17, 22-25, 2025 and May 5, 7, 2025.

The following intake(s) were inspected:

- Intake: #00138581 - Complaint related to denied admission to the home.

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

Admission, Absences and Discharge

**INSPECTION RESULTS**

**WRITTEN NOTIFICATION: Licensee Consideration and Approval**

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

**Non-compliance with: FLTCA, 2021, s. 51 (7) (b)**

Authorization for admission to a home

The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been

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taken into account, under subsection 50 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

(b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or

The licensee has failed to ensure that when a resident applied for admission to the Long-Term Care (LTC) home, they were approved, unless the home lacked the nursing expertise required to meet the applicant's care requirements.

The written notice of withholding admission indicated lack of nursing expertise and included specified grounds.

The LTC home's Director of Resident Care (DRC) indicated that staff working in the LTC home's secured home area were trained in managing a resident's responsive behaviors.

Sources: The written notice of withholding admission; interview with the DRC.

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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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