

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: February 25, 2025

Inspection Number: 2025-1422-0001

Inspection Type:

Critical Incident
Follow up

Licensee: Maryban Holdings Ltd.

Long Term Care Home and City: Billings Court Manor, Burlington

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 18, 20-21, 24-25, 2025

The following intakes were inspected:

- Intake: #00130872 - Follow-up #: 1 - FLTCA, 2021 - s. 28 (1) 2. CDD: 2024-12-30
- Intake: #00130873 - Follow-up #: 1 - FLTCA, 2021 - s. 24 (1) CDD: 2024-12-30
- Intake: #00130874 - Follow-up #: 1 - FLTCA, 2021 - s. 25 (1) CDD: 2024-12-30
- Intake: #00130875 - Follow-up #: 1 - O. Reg. 246/22 - s. 102 (2) (b) CDD: 2024-12-30
- Intake: #00133895/CI (critical incident) #2938-000069-24, intake: #00129887/CI #2938-000061-24 and intake: #00134745/CI #2938-000070-24 related to prevention of abuse and neglect
- Intake: #00135959/CI #2938-000001-25 related to falls prevention and management

Previously Issued Compliance Order(s)

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

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

Order #003 from Inspection #2024-1422-0004 related to FLTCA, 2021, s. 28 (1) 2.
Order #001 from Inspection #2024-1422-0004 related to FLTCA, 2021, s. 24 (1)
Order #002 from Inspection #2024-1422-0004 related to FLTCA, 2021, s. 25 (1)
Order #004 from Inspection #2024-1422-0004 related to O. Reg. 246/22, s. 102 (2) (b)

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

Skin and Wound Prevention and Management
Infection Prevention and Control
Prevention of Abuse and Neglect
Reporting and Complaints
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Residents' Bill of Rights

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

Non-compliance with: FLTCA, 2021, s. 3 (1) 1.

Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.

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

The licensee has failed to ensure a staff member treated a resident with respect when they touched the resident in an unwanted way after providing care to them.

Sources: home's investigation notes, interviews with staff and resident; resident's clinical records.