

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:** January 29, 2026

**Inspection Number:** 2026-1422-0001

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** Maryban Holdings Ltd.

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

## INSPECTION SUMMARY

The inspection occurred onsite on the following dates: January 19-23 and 27-29, 2026

The inspection occurred offsite on the following date: January 26, 2026

The following intake(s) were inspected:

- Intake #00164598 - Critical Incident (CI) related to falls prevention and management.
- Intake #00165828 - CI related to infection prevention and control.
- Intake #00165380 - Complaint related to prevention of abuse.

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

Infection Prevention and Control  
Prevention of Abuse and Neglect  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Reporting certain matters to Director

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

**Non-compliance with: FLTCA, 2021, s. 28 (1) 4.**

Reporting certain matters to Director

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s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

4. Misuse or misappropriation of a resident's money.

A resident alleged misappropriation and misuse of residents' money on an identified date. The Administrator acknowledged that a Critical Incident (CI) was not reported to the Director.

**Sources:** Meeting minutes and interviews with Social Service Coordinator (SSC) and Administrator.

### **WRITTEN NOTIFICATION: Duty to respond**

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

#### **Non-compliance with: FLTCA, 2021, s. 63 (3)**

Powers of Residents' Council

s. 63 (3) If the Residents' Council has advised the licensee of concerns or recommendations under either paragraph 6 or 8 of subsection (1), the licensee shall, within 10 days of receiving the advice, respond to the Residents' Council in writing.

Residents' Council reported concerns on an identified date and did not receive a written response within 10 days.

**Sources:** Residents' Council Policy, Resident Council Items Arising for Follow-up Form, and interviews with Administrator and SSC.

### **WRITTEN NOTIFICATION: Transferring and positioning techniques**

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

#### **Non-compliance with: O. Reg. 246/22, s. 40**

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

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The home's Safe Resident Handling Policy indicated two staff members must be actively involved in every mechanical lift or device transfer. On an identified date, a staff member acknowledged they had transferred a resident with a mechanical lift without a second staff.

**Sources:** Safe Resident Handling Policy, and an interview with staff.

### **WRITTEN NOTIFICATION: Licensee to retain records**

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 312 (a) (ii)**

Licensee to retain records

s. 312. For the purposes of section 95 of the Act, every licensee of a long-term care home shall keep, for each long-term care home operated by the licensee,

- (a) complete current books of account relating to the long-term care home that,
- (ii) set out all of the revenue and expenditures of the home,

A review of the licensee's financial ledger and reconciliations indicated that only a specified amount of designated expenditures were accounted for. There were no other records retained how the remaining amount of designated expenditures were used.

**Sources:** Financial ledger and reconciliation and interview with Administrator.