

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

<b>Report Issue Date:</b> March 12, 2026
<b>Inspection Number:</b> 2026-1422-0002
<b>Inspection Type:</b> Complaint Critical Incident
<b>Licensee:</b> Maryban Holdings Ltd.
<b>Long Term Care Home and City:</b> Billings Court Manor, Burlington

## INSPECTION SUMMARY

The inspection occurred onsite on the following date (s): March 4, 5, 6, 10, 11, 12, 2026

The following intake (s) were inspected:

-Intake: #00167799 - [Critical Incident (CI): 2938-000001-26] related to Prevention of Abuse and Neglect.

-Intake: #00169813 - Complaint regarding Skin and Wound Prevention and Management.

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

Skin and Wound Prevention and Management  
Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Duty to Protect

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

#### Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

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On a specified date two residents were not protected from physical abuse against each other, causing injuries to both.

Section 2 of the Ontario Regulation 246/22 defines physical abuse as "the use of physical force by a resident that causes physical injury to another resident".

**Sources:** Critical Incident Report, progress notes, and staff email communication.

### **WRITTEN NOTIFICATION: Skin and wound care**

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

**Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (iv)**

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,  
(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,  
(iv) is reassessed at least weekly by an authorized person described in subsection (2.1), if clinically indicated;

A resident exhibited altered area of skin integrity and did not receive consistent weekly wound care assessments to maintain their skin integrity.

**Sources:** A resident's progress notes and staff interview.

### **WRITTEN NOTIFICATION: Skin and wound care**

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

**Non-compliance with: O. Reg. 246/22, s. 55 (2) (d)**

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,  
(d) any resident who is dependent on staff for repositioning is repositioned every two hours or more frequently as required depending upon the resident's condition and tolerance of tissue load, except that a resident shall only be repositioned while asleep if clinically indicated; and

A resident was not consistently turned and repositioned every two hours as required on

several occasions.

**Sources:** A resident's Documentation Survey Report and staff interview.