Ontario

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

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 9, 2025
Inspection Number: 2025-1615-0006
Inspection Type: Critical Incident
Licensee: The Regional Municipality of Halton
Long Term Care Home and City: Post Inn Village, Oakville

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 27-29, 2025 and September 2-5, 9 2025

The following intake(s) were inspected:
- Intake: #00152275 - Critical Incident (CI) #M620-000040-25 related to skin and wound prevention and management
- Intake: #00153562 - CI #M620-000044-25 related to prevention of abuse and neglect and responsive behaviours
- Intake: #00153897 - CI #M620-000047-25 related to medication management

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

Skin and Wound Prevention and Management
Medication Management
Responsive Behaviours
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Skin and Wound Prevention and Management

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: O. Reg. 246/22, s. 55 (2) (e)
Skin and wound care
s. 55 (2) Every licensee of a long-term care home shall ensure that,
(e) a resident exhibiting a skin condition that is likely to require or respond to nutrition intervention, such as pressure injuries, foot ulcers, surgical wounds, burns or a worsening skin condition, is assessed by a registered dietitian who is a member of the staff of the home, and that any changes the registered dietitian recommends to the resident's plan of care relating to nutrition and hydration are implemented. O. Reg. 246/22, s. 55 (2); O. Reg. 66/23, s. 12.

The licensee failed to ensure that a resident was assessed by a Registered Dietitian when their skin alteration worsened. Additional interventions were implemented to manage and monitor the skin alteration, however, a referral to the Dietician was not completed.

Sources: Interviews with staff and the resident's clinical records.

COMPLIANCE ORDER CO #001 Administration of drugs

NC #002 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.
Non-compliance with: O. Reg. 246/22, s. 140 (1)
Administration of drugs
s. 140 (1) Every licensee of a long-term care home shall ensure that no drug is used

by or administered to a resident in the home unless the drug has been prescribed for the resident. O. Reg. 246/22, s. 140 (1).

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:
The licensee shall:
1) Re-train two specified staff on the home's Medication Administration procedure; The College of Nurses of Ontario's (CNO) Medication Practice Standard; and the home's handover process for transferring responsibilities from one staff to another.
2) Maintain a written record of the training, including the content of the training, the date the training took place, and the nurse manager who provided the training.
3) Perform, at minimum, one audit by the compliance due date for the two specified staff to ensure the home's Medication Administration procedure and the CNO's Medication Practice Standard is followed when completing the medication administration process.
4) Maintain a written record of the audits, and include the date of audit; the nurse manager who completed the audit; any gaps identified; and any corrective actions taken.

Grounds

The licensee has failed to ensure that a resident was administered drugs that were prescribed to them resulting in a medication incident, whereby the resident received multiple medications which belonged to a co-resident.

“Medication incident” means a preventable event associated with the prescribing, ordering, dispensing, packaging, storing, labelling, preparing, administering or distributing of a drug, the monitoring of the use of the drug by the resident or the transcribing of a prescription.

In accordance with O. Reg 246.22, s. 11 (1) (b), the licensee is required to ensure that written policies developed for medication administration were complied with.

Specifically, two staff were administering mediations on a unit without following the best practices of medication administration. The CNO Medication Practice Standard states that nurses must dispense the medication directly to the client or their representative, this includes selecting, preparing, and transferring the medication for administration.

Sources: the resident's clinical records; investigation notes; Medication Incident Report; Post Inn Village's Medication Administration Procedure; CNO Medication Practice Standard; and interviews with staff.

This order must be complied with by November 4, 2025

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

(a) the portions of the order or AMP in respect of which the review is requested;
(b) any submissions that the licensee wishes the Director to consider; and
(c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

If service is made by:
(a) registered mail, is deemed to be made on the fifth day after the day of mailing
(b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
(c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:
(a) An order made by the Director under sections 155 to 159 of the Act.
(b) An AMP issued by the Director under section 158 of the Act.
(c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

Health Services Appeal and Review Board
Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.