

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: December 5, 2025

Inspection Number: 2025-1624-0005

Inspection Type:

Critical Incident

Licensee: Corporation of the County of Wellington

Long Term Care Home and City: Wellington Terrace Long-Term Care Home,
Fergus

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 2-5, 2025

The following intake(s) were inspected:

- Intake: #00161929 - Related to an Allegation of neglect of a resident.

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

Prevention of Abuse and Neglect
Pain Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Pain management

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

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Non-compliance with: O. Reg. 246/22, s. 57 (1) 4.

Pain management

s. 57 (1) The pain management program must, at a minimum, provide for the following:

4. Monitoring of residents' responses to, and the effectiveness of, the pain management strategies.

A resident was not monitored for response and effectiveness of pain medication after it was administered on several occasions.

Sources: Critical Incident Report, Resident's clinical record, Interview with staff.