

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: March 4, 2026

Inspection Number: 2026-1624-0001

Inspection Type:

Complaint

Critical Incident

Licensee: Corporation of the County of Wellington

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

INSPECTION SUMMARY

This Public report has been modified to remove identifiers within the WN #006.

The inspection occurred onsite on the following date(s): February 23-27, 2026 and
March 2-4, 2026

The following intake(s) were inspected:

-Intake: #00164128 - Related to outbreak

-Intake: #00167327 - Related to a Complaint

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

Skin and Wound Prevention and Management

Infection Prevention and Control

Reporting and Complaints

INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

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NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

Non-compliance with: O. Reg. 246/22, s. 115 (1) 5.

Reports re critical incidents

s. 115 (1) Every licensee of a long-term care home shall ensure that the Director is immediately informed, in as much detail as is possible in the circumstances, of each of the following incidents in the home, followed by the report required under subsection (5):

5. An outbreak of a disease of public health significance or communicable disease as defined in the Health Protection and Promotion Act.

An Influenza A outbreak declared by Public Health was reported late to the Director.

Sources: Critical incident submission and Interview with staff.

Date Remedy Implemented: December 2, 2025

WRITTEN NOTIFICATION: Complaints Procedure

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

Non-compliance with: FLTCA, 2021, s. 26 (1) (c)

Complaints procedure — licensee

s. 26 (1) Every licensee of a long-term care home shall,

(c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

When the Licensee received a complaint, they did not immediately report it to the Director.

Sources: Email of concerns, Licensee Policy, resident's clinical record, interviews with staff.

WRITTEN NOTIFICATION: Skin and wound care

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

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

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,

(i) receives a skin assessment by an authorized person described in subsection (2.1), using a clinically appropriate assessment instrument that is specifically designed for skin and wound assessment,

When altered skin integrity was discovered it was not assessed and documented.

Sources: Complaint, resident's clinical records, interviews with staff.

WRITTEN NOTIFICATION: Skin and wound care

NC #004 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's altered skin integrity was not reassessed and documented weekly

Sources: Resident's clinical record, and Interviews with staff.

WRITTEN NOTIFICATION: Food Production

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 78 (3) (b)

Food production

s. 78 (3) The licensee shall ensure that all food and fluids in the food production system are prepared, stored, and served using methods to,

(b) prevent adulteration, contamination and food borne illness. O. Reg. 246/22, s. 78

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(3).

Staff did not follow the Licensee's policy to sanitize the temperature probe used to temp food at point of service.

Sources: Observation, Licensee Policy: Temperature Control - Danger Zone, Interview with staff.

WRITTEN NOTIFICATION: Infection prevention and control program

NC #006 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

A) Hand Hygiene was not performed prior to items being provided from the Tuck cart.

B) Ongoing education related to hand hygiene was not completed.

Sources: Observations, Interview with staff , record review of Education History, Licensee Policies: Volunteer Education and Infection Control - Visitors