

**Ministry of Long-Term Care**

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

**Central East District**

33 King Street West, 4th Floor  
Oshawa, ON, L1H 1A1  
Telephone: (844) 231-5702

## Public Report

**Report Issue Date:** May 22, 2025

**Inspection Number:** 2025-1625-0003

**Inspection Type:**

Critical Incident

**Licensee:** Regional Municipality of Durham

**Long Term Care Home and City:** Hillsdale Terraces, Oshawa

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 20-22, 2025

The following intake(s) were inspected:

- Two intakes were related to resident to resident abuse.

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

Infection Prevention and Control  
Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: BEHAVIOURS AND ALTERCATIONS

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

**Non-compliance with: O. Reg. 246/22, s. 59 (b)**

Altercations and other interactions between residents

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s. 59. Every licensee of a long-term care home shall ensure that steps are taken to minimize the risk of altercations and potentially harmful interactions between and among residents, including,  
(b) identifying and implementing interventions.

The licensee has failed to implement interventions to minimize the risk of altercations and potentially harmful interactions between two residents when an intervention was not implemented.

A Critical Incident System (CIS) report was submitted to the Ministry of Long-Term Care (MLTC) following an altercation between two residents. A review of the health records indicated that an intervention designed to prevent altercations between residents was not implemented on the day of the incident. Additionally, during observations of the home, the intervention was not in place. A staff member confirmed the intervention was required to be in place at all times.

**Sources:** The resident's care plan, progress notes, and interview with staff.

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

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