

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:** October 10, 2025

**Inspection Number:** 2025-1625-0006

**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): October 7-10, 2025

The following intake(s) were inspected:

Intakes related to skin and wound.

Intakes related to falls.

Intake related to medications.

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

Skin and Wound Prevention and Management  
Medication Management  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Administration of drugs

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

**Non-compliance with: O. Reg. 246/22, s. 140 (3) (b) (ii)**

Administration of drugs

s. 140 (3) Subject to subsections (4) and (6), the licensee shall ensure that no person administers a drug to a resident in the home unless,

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(b) where the administration does not involve the performance of a controlled act under subsection 27 (2) of the Regulated Health Professions Act, 1991, the person is,  
(ii) a personal support worker who has received training in the administration of drugs in accordance with written policies and protocols developed under subsection 123 (2), who, in the reasonable opinion of the licensee, has the appropriate skills, knowledge and experience to administer drugs in a long-term care home, who has been assigned to perform the administration by a member of the registered nursing staff of the long-term care home and is under the supervision of that member in accordance with any practice standards and guidelines issued by the College of Nurses of Ontario, and who,  
(A) meets the requirements set out in subsection 52 (1) or who is described in subsection 52 (2), or  
(B) is an internationally trained nurse who is working as a personal support worker. O. Reg. 66/23, s. 28 (1). Or

The licensee failed to ensure that Personal Support Workers (PSW) did not administer drugs to a resident unless they received training in the administration of drugs,, in accordance with the home's written policies and protocols.

The Director was informed of a concern involving a resident. A review of the resident's clinical health records, indicated a prescribed treatment. Further review of the Electronic Treatment Administration Record (eTAR), for the specific month revealed that on a number of dates, the treatment was applied by a PSW.

During an interview with the home's lead, they confirmed that PSWs were not provided any education or training on the administration of prescribed treatments.

Sources: Resident's clinical health records, observations, and interviews with staff.



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

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