

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:** March 10, 2026

**Inspection Number:** 2026-1625-0004

**Inspection Type:**  
Proactive Compliance Inspection

**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): March 2 - 6, 9, 10, 2026

The following intake(s) were inspected:

-Intake: #00171633 - Proactive Compliance Inspection

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

Food, Nutrition and Hydration  
Residents' Rights and Choices  
Recreational and Social Activities

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Nutritional care and hydration programs

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

**Non-compliance with: O. Reg. 246/22, s. 74 (2) (c)**

Nutritional care and hydration programs

s. 74 (2) Every licensee of a long-term care home shall ensure that the programs include,

(c) the implementation of interventions to mitigate and manage those risks;

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1- A resident's fluid intake was assessed to require a specific consistency. On a specific date, the resident was served fluids of a different consistency than prescribed. No referral to the Registered Dietitian (RD) was initiated following this deviation.

**Sources:** The resident's electronic health records, Policy #: FOOD-04-06-40, and interview with staff.

2- A resident's fluid intake was assessed to require a specific consistency. On a specific date, the resident was served fluids of a different consistency than prescribed. No referral to the RD was initiated following this deviation.

**Sources:** The resident's electronic health records, Policy: FOOD-04-06-40, and interview with staff.

## **WRITTEN NOTIFICATION: Nutritional care and hydration programs**

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

**Non-compliance with: O. Reg. 246/22, s. 74 (2) (e) (i)**

Nutritional care and hydration programs

s. 74 (2) Every licensee of a long-term care home shall ensure that the programs include,

- (e) a weight monitoring system to measure and record with respect to each resident,
- (i) weight on admission and monthly thereafter, and

A resident was not reweighed despite a significant discrepancy from the previous month's recorded weight.

**Sources:** The resident's clinical record, Significant Unplanned Weight Change, Policy: INTERD-03-01-19, and interview with staff.

## **WRITTEN NOTIFICATION: Menu planning**

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

**Non-compliance with: O. Reg. 246/22, s. 77 (4) (b)**

Menu planning

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s. 77 (4) The licensee shall ensure that each resident is offered a minimum of,  
(b) a between-meal beverage in the morning and afternoon and a beverage in the evening after dinner; and

A resident was not offered the required morning between-meal beverage on two occasions.

**Sources:** Observations.



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

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