

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: April 27, 2026
Inspection Number: 2026-1625-0005
Inspection Type: Complaint
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): April 22 - 24 and 27, 2026.

The following intake(s) were inspected:
-An intake for a complaint regarding a bed refusal.

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

Resident Care and Support Services

INSPECTION RESULTS

WRITTEN NOTIFICATION: Authorization for admission to a home

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

Non-compliance with: FLTCA, 2021, s. 51 (7) (b)

Authorization for admission to a home

s. 51 (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 50 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

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(b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or

A client's application was declined for acceptance of admission to the waitlist for the long-term care home. The letter to the applicant cited that the home lacked nursing expertise to meet the client's care requirements. It was confirmed that the home had nursing expertise, including a Behavioral Support Team and other supports in place.

Sources: Long-term care home's policy; clinical records; interview with staff.



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

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