

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: August 25, 2025

Inspection Number: 2025-1458-0006

Inspection Type:

Critical Incident

Licensee: St. Joseph's Health System

Long Term Care Home and City: St. Joseph's Villa, Dundas, Dundas

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: August 13, 15, 18-21, 25, 2025

The following intakes were inspected during this Critical Incident (CI) inspection:

- Intake #00148164/CI#2975-000042-25, intake #00148784/CI#2975-000043-25, intake #00149624/CI#2975-000047-25, and intake #00151244/CI#2975-000050-25 related to falls prevention and management
- Intake #00149345/CI#2975-000046-25 related to responsive behaviours

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

- Responsive Behaviours
- Reporting and Complaints
- Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Responsive Behaviours

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

Non-compliance with: O. Reg. 246/22, s. 58 (4) (c)

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

(c) actions are taken to respond to the needs of the resident, including assessments, reassessments and interventions and that the resident's responses to interventions are documented.

The licensee has failed to ensure that Dementia Observation System (DOS) charting ordered by the physician was completed for a resident. On several days documentation was not completed for seven or more hours.

Sources: resident's clinical records; and interview with staff.

WRITTEN NOTIFICATION: Altercations and Other Interactions

NC #002 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

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 ensure that interventions developed to minimized the risk

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of altercations between two residents were fully implemented. The two residents engaged in an altercation. A personal service worker was nearby and did not intervene.

Sources: residents clinical records; and interviews with staff.