

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:** January 27, 2026

**Inspection Number:** 2026-1704-0001

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** Westhills Care Centre Inc.

**Long Term Care Home and City:** Westhills Care Centre, St Catharines

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 20-23, 27, 2026

The following intake(s) were inspected:

- Intake: #00164715 and Intake: #00165509 related to Residents' Bill of Rights and Resident Care and Support Services
- Intake: #00165270 related to Infection Prevention and Control

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

Resident Care and Support Services  
Infection Prevention and Control  
Residents' Rights and Choices

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Residents' Bill of Rights

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

**Non-compliance with: FLTCA, 2021, s. 3 (1) 19. ii.**

Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

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19. Every resident has the right to,  
ii. give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,

A resident's Bill of Rights was violated when their prescribed medication was administered without their Substitute Decision Maker (SDM)'s consent.

**Sources:** Resident's clinical records, interview with staff.

### **WRITTEN NOTIFICATION: Administration of drugs**

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

**Non-compliance with: O. Reg. 246/22, s. 140 (2)**

Administration of drugs

s. 140 (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber. O. Reg. 246/22, s. 140 (2).

A resident was prescribed a specific medication to be given once daily as required. Staff mixed the medication with an identified drink before administering it to the resident.

**Sources:** Resident's clinical records, interview with staff.