

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

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Original Public Report

Report Issue Date: November 15, 2023	
Inspection Number: 2023-1478-0003	
Inspection Type: Complaint	
Licensee: Haliburton Highlands Health Services Corporation	
Long Term Care Home and City: Hyland Crest, Minden	
Lead Inspector Chad Camps (609)	Inspector Digital Signature

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 16-20, 2023.

One intake was inspected on related to concerns from the home's Family Council.

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

Residents' and Family Councils
Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Family Council

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

Non-compliance with: FLTCA, 2021, s. 66 (3)

The licensee has failed to ensure that when the Family Council (FC) advised the licensee of concerns or recommendations about the operation of the home, they responded to the FC in writing within 10 days of receiving the advice.

Rationale and Summary

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

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

The FC sent a letter requesting the home provide them with financial reports.

The home's Chief Executive Officer (CEO) responded to the request for financial reports in writing with a letter back to the FC 45 days late.

The home's policy verified that responses to the FC were to be within 10 days but failed to indicate the responses needed to be in writing.

The CEO verified they were delayed in responding to the request for financial reports from the FC.

The home's failure to ensure that the FC's request for financial reports was responded to in writing with 10 days presented no risk to the residents of the home.

Sources: FC Meeting Minutes; The home's policy titled "Family Council" approved on October 19, 2018; Letter from the CEO to the FC; Interview with the CEO. [609]