

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: April 22, 2026

Inspection Number: 2026-1222-0003

Inspection Type:

Proactive Compliance Inspection

Licensee: Kingsway Nursing Homes Limited

Long Term Care Home and City: Kingsway Lodge Nursing Home, St Marys

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s):

April 21 and 22, 2026

The following intake(s) were inspected:

- Intake: #00174349 - Proactive Compliance Inspection Generator Initiative

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

Safe and Secure Home

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Generators

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 22 (1) (a)

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Generators

s. 22 (1) Subject to subsections (2) and (3), every licensee of a long-term care home shall ensure that the home is served by a generator that is available at all times and that has the capacity to maintain, in the event of a power outage,

(a) the heating system.

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

Specifically, the license must:

1. The licensee is to ensure the onsite generator is fully operational and can power and maintain function to all requirements and equipment pursuant to O. Reg. 246/22, s. 22 (1).

2. The licensee must provide written documentation by a contracted service provider (e.g. electrician) that the onsite generator has the capacity to maintain all essential services and equipment required by the legislation. Documentation by the contracted service provider must include detailed verification that the generator has the capacity to maintain all essential services and equipment required, the document dated and signed and/or stamped by the contracted service provider who provided this verification. The document must be kept on site at the property identified as Kingsway Lodge and must be made immediately available upon request by the Inspector.

Grounds

The home's Generac generator that was available at all times does not have the capacity to maintain, in the event of a power outage, the heating system and seasonally the weather temperatures are below zero over night at times.

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The Loss of Essential Services Policy described an emergency procedure related to power/electrical interruption that lasted more than a few hours, where by availability of heating from the original Kingsway building and Fairhill building would supplement temperatures in Long Term Care, and staff were to relocate residents temporarily to spaces with emergency heat:

- o Dining room on second floor
- o Loft on third floor
- o Fairhill Lounge

The Administrator stated in case of a power outage, the generator has the capacity to meet all of the requirements except for the heating system.

Sources: Observations of the generator and equipment, record review of the Loss of Essential Services Policy, and staff interview with the Administrator.

This order must be complied with by October 2, 2026

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

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e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:



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

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Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
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Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.