

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: February 25, 2025

Inspection Number: 2025-1258-0001

Inspection Type:

Follow up

Licensee: Shanti Enterprises Limited

Long Term Care Home and City: Royal Terrace, Palmerston

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: February 24 - 25, 2025

The following intake was inspected:

- Intake: #00136789 - Follow-up #2 - CO #01 from 2024-1248-0003 to FLTCA s. 33, Policy to minimize restraining of residents, RIF \$500

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2024-1258-0003 related to FLTCA, 2021, s. 33

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

Infection Prevention and Control

Restraints/Personal Assistance Services Devices (PASD) Management

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INSPECTION RESULTS

During the course of this inspection, the inspector made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.

NOTICE OF RE-INSPECTION FEE Pursuant to section 348 of O. Reg. 246/22 of the Fixing Long-Term Care Act, 2021, the licensee is subject to a re-inspection fee of \$500.00 to be paid within 30 days from the date of the invoice.

A re-inspection fee applies since this is, at minimum, the second follow-up inspection to determine compliance with the following Compliance Order(s) under s. 155 of the FLTCA, 2021, and/or s. 153 of the LTCHA, 2007.

Second re-inspection of CO #001 from inspection 2024-1258-0003.

Licensees must not pay a Re-Inspection Fee from a resident-care funding envelope provided by the Ministry [i.e., Nursing and Personal Care (NPC); Program and Support Services (PSS); and Raw Food (RF)]. By submitting a payment to the Minister of Finance, the licensee is attesting to using funds outside a resident-care funding envelope to pay the Re-Inspection Fee.