

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 5, 2025

Inspection Number: 2025-1422-0003

Inspection Type:

Critical Incident

Licensee: Maryban Holdings Ltd.

Long Term Care Home and City: Billings Court Manor, Burlington

INSPECTION SUMMARY

The inspection occurred onsite on the following date (s): July 29, 30, 31, 2025 and August 1, 5, 2025

The following intake (s) were inspected:

- Intake: #00149562 - [Critical Incident (CI): 2938-000020-25] related to Falls Prevention and Management.
- Intake: #00150695 - [[CI: 2938-000022-25] related to Food, Nutrition and Hydration.

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

Food, Nutrition and Hydration
Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Nutritional and hydration program

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

Non-compliance with: O. Reg. 246/22, s. 74 (2) (c)

Nutritional care and hydration programs

s. 74 (2) Every licensee of a long-term care home shall ensure that the programs include,

(c) the implementation of interventions to mitigate and manage those risks;

The licensee has failed to ensure that interventions to mitigate and manage the risk of choking was implemented for a resident who was on a regular diet, pureed texture, and very low fluids intake.

Sources: A resident's care plan, the home's Choking Assessment and Management policy, and the home's internal investigation notes.