

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:** November 12, 2025

**Inspection Number:** 2025-1439-0010

**Inspection Type:**  
Complaint

**Licensee:** The Royale Development GP Corporation as general partner of The Royale Development LP

**Long Term Care Home and City:** Silverthorn Community, Mississauga

## INSPECTION SUMMARY

The inspection occurred onsite on the following dates: October 29-31, 2025, November 3-7 and 12, 2025.

The following intakes were inspected:

Intake: #00159510 - Complaint related to food, nutrition, hydration, and reporting and complaints process.

Intake: #00159900 - Complaint related to food, nutrition, hydration, housekeeping, laundry, maintenance, resident care and support services.

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

- Resident Care and Support Services
- Food, Nutrition and Hydration
- Housekeeping, Laundry and Maintenance Services
- Reporting and Complaints

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Duty of licensee to comply with plan

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

**Non-compliance with: FLTCA, 2021, s. 6 (7)**

Plan of care

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

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

On an identified date, a resident was not provided a nutritional intervention as specified in their plan of care.

**Sources:** A resident's records and an interview with a registered staff.

### **WRITTEN NOTIFICATION: Specific duties re cleanliness and repair**

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

#### **Non-compliance with: FLTCA, 2021, s. 19 (2) (a)**

Accommodation services

s. 19 (2) Every licensee of a long-term care home shall ensure that,  
(a) the home, furnishings and equipment are kept clean and sanitary;

A suctioning machine cart was observed unclean and unsanitary in a resident's room on two identified dates. The Associate Director of Care (ADOC) acknowledged that the suctioning machine cart was full of dust, continence products, and waste items that should not be on the equipment cart.

**Sources:** Observations and interview with ADOC.

### **WRITTEN NOTIFICATION: Food production**

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

#### **Non-compliance with: O. Reg. 246/22, s. 78 (7) (a)**

Food production

s. 78 (7) The licensee shall ensure that the home has and that the staff of the home comply with,

(a) policies and procedures for the safe operation and cleaning of equipment related to the food production system and dining and snack service;

The home's Dietary Cleaning Procedures indicated that the home posted Ecolab Ware Washing Basics procedures in each servery and kitchen that the dietary team follows.

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

The procedures outlined the manual and mechanical ware washing specifically including hand scraping and pre-scraping dishware.

On an identified date, a newly washed bowl and plate were observed with food debris that were not washed off completely in one of the Dining Rooms.

**Sources:** Observations, Dietary Cleaning Procedures, Ecolab Ware Washing Basics procedures posting, and interviews with staff.

### **WRITTEN NOTIFICATION: Housekeeping**

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 93 (2) (a) (i)**

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,  
(a) cleaning of the home, including,  
(i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and

The home's Cleaning Frequencies-Housekeeping Policy indicated that the cleaning schedule for resident washroom's paper towel, toilet paper, and soap dispensers to be cleaned daily.

On two identified dates, a resident's washroom paper towel dispenser was observed with an open lid with a used wash basin and peri-wipes stored inside the dispenser lid. Inside the dispenser lid contained dirty water with brown water residual markings and brown debris on the corners of the lid, which was not clean and sanitary.

**Sources:** Observations, Cleaning Frequencies-Housekeeping Policy, and interview with ADOC.

### **WRITTEN NOTIFICATION: Laundry service**

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 95 (1) (c)**

Laundry service

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

s. 95 (1) As part of the organized program of laundry services under clause 19 (1) (b) of the Act, every licensee of a long-term care home shall ensure that,  
(c) linen, face cloths and bath towels are kept clean and sanitary and are maintained in a good state of repair, free from stains and odours; and

On an identified date, two fitted sheets were observed in a clean linen room. Both washed fitted sheets had multiple scattered stains and one sheet had small holes near the hem. The ADOC acknowledged that the fitted sheets were stained and should have been discarded.

**Sources:** Observations and interview with ADOC.

### WRITTEN NOTIFICATION: Hazardous substances

NC #006 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 97**

Hazardous substances

s. 97. Every licensee of a long-term care home shall ensure that all hazardous substances at the home are labelled properly and are kept inaccessible to residents at all times.

On an identified date, two unlabeled nail clippers were observed in an activity room with three residents present. The ADOC acknowledged that the nail clippers should have been labelled, stored away, and not left in the activity room as they were considered as sharps' items.

**Sources:** Observations and interview with ADOC.

### WRITTEN NOTIFICATION: Dealing with complaints

NC #007 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 108 (2)**

Dealing with complaints

s. 108 (2) The licensee shall ensure that a documented record is kept in the home that includes,

- (a) the nature of each verbal or written complaint;
- (b) the date the complaint was received;

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

- (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
- (d) the final resolution, if any;
- (e) every date on which any response was provided to the complainant and a description of the response; and
- (f) any response made in turn by the complainant.

A complaint was lodged to the home on an identified date. The Executive Director (ED) explained they had addressed the complaint but acknowledged they did not complete a Complaint Record Form as per the home's Complaint's Management Program that included legislation documentation requirements.

**Sources:** An identified date complaint email, Complaints Binder, Complaints Management Program, and interview with the ED.