

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

Original Public Report

Report Issue Date: March 6, 2024	
Inspection Number: 2024-1615-0001	
Inspection Type: Complaint Critical Incident	
Licensee: The Regional Municipality of Halton	
Long Term Care Home and City: Post Inn Village, Oakville	
Lead Inspector Emma Volpatti (740883)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

<p>The inspection occurred onsite on the following date(s): February 8-9, 13, 15, 20-22, 2024</p> <p>The inspection occurred offsite on the following date(s): February 16, 2024</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake #00103021 - [Critical Incident (CI) #M620-000041-23] related to infection prevention and control. • Intake #00105300 - Complaint related to admissions.

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

Infection Prevention and Control

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Admission, Absences and Discharge

INSPECTION RESULTS

WRITTEN NOTIFICATION: Approval by Licensee

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

Non-compliance with: O. Reg. 246/22, s. 179 (3) 2.

Approval by licensee

s. 179 (3) Subject to subsections (4) and (5), the licensee shall, within five business days after receiving the request mentioned in clause (1) (b), do one of the following:

2. If the licensee is withholding approval for the applicant's admission, give the written notice required under subsection 51 (9) of the Act to the persons mentioned in subsection 51 (10) of the Act.

The licensee has failed to ensure that an applicant was provided a written notice within 5 business days of the receipt of their application that the licensee was withholding their approval for admission.

Rationale and Summary

Post Inn Village received an application for admission from Home and Community Care Support Services (HCCSS) on behalf of an applicant. Eight days later, the Social Worker sent an e-mail to HCCSS informing them that their application would be declined and they would be drafting a written notice.

Review of the written notice that was addressed to the applicant indicated it was dated 29 days after the initial application was received.

The Administrator acknowledged that the written notice was not provided within 5

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business days of Post Inn Village receiving the application for admission.

Sources: Interview with the Administrator, interview with a placement co-ordinator for HCCSS, an e-mail exchange, an applicant's written notice of refusal. **[740883]**