

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 13, 2025

Inspection Number: 2025-1567-0005

Inspection Type:

Complaint
Critical Incident

Licensee: The Regional Municipality of Niagara

Long Term Care Home and City: Linhaven, St Catharines

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 5-7, 10, 12-13, 2025.

The following intake(s) were inspected:

- Intake: #00157957 - Critical Incident (CI)#M551-000025-25 - Falls prevention and management.
- Intake: #00160700 - Complaint regarding food production.

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

Reporting and Complaints
Falls Prevention and Management

INSPECTION RESULTS

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COMPLIANCE ORDER CO #001 Food production

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

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

The licensee shall:

- a) Complete weekly audits for a period of two weeks of all "dishwasher temperature records" for all dishwashers in the home to ensure completion.
- b) Complete weekly audits for a period of two weeks on each home area's servery "cleaning schedules" to ensure completion.
- c) The audits may include but not limited to: the name of the auditor, the date and time audit was completed, if checklist was completed as required, any corrective actions taken.
- d) Retain audits completed for Inspector review.
- e) Update and revise the home's servery "cleaning schedule" checklist to include cleaning task for dishwashers.
- f) Re-educate all food service workers on the updated "cleaning schedule" checklist including date completed, who provided the education, and retain the education materials for Inspector review.

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Grounds

The home's policy titled "Dietary Equipment Operating and Cleaning Procedures", indicated that staff are to complete cleaning tasks of the dishwasher after each meal service. Each home area had a cleaning task checklist for Food Service Workers (FSW) to complete daily for each shift. Checklists on multiple home areas were missing documentations for the outlined tasks. Additionally, these checklists did not include the cleaning tasks as outlined in the home's policy; they stated only to descale the dishwashers on the home areas once weekly, which was not documented as completed on the reviewed checklists for 2025. Further, The home has a procedure to measure water temperatures of the dishwasher at specified times, and the temperatures were not documented multiple times during two months of 2025.

There was impact to some resident's as they will refuse to drink out of certain coffee cups as they appear to not be clean. There was risk assessed as not properly cleaning the dishwasher and ensuring it is at proper temperature can affect it's ability to clean dishes effectively.

Sources: Record reviews of cleaning schedules on multiple home areas, review of the home's policy "Dietary Equipment Operating and Cleaning Procedures", last revised November 22, 2024, interview with Nutritional Manager and other staff.

This order must be complied with by January 9, 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:

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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
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

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.