

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: January 9, 2026

Inspection Number: 2025-1163-0004

Inspection Type:

Critical Incident

Licensee: Bay Haven Nursing Home Incorporated

Long Term Care Home and City: Bay Haven Nursing Home, Collingwood

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 5-9, 2026

The following intake(s) were inspected:

- Intake #00162279 was related to infection prevention and control; and
- Intake #00162468 was related to allegations of abuse and neglect to multiple residents.

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

- Infection Prevention and Control
- Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to Protect

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

The home received allegations of abuse towards multiple residents by a staff member. The allegations were confirmed by several other staff members during the home's internal investigation that had witnessed the abuse towards the residents.

Sources: Interviews with staff completed during the home's internal investigation, and during the inspection.