Ontario

Inspection Report Under the
Fixing Long-Term Care Act, 2021

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central West District
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Waterloo, ON, N2V 1K8
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Public Report

Report Issue Date: May 7, 2025

Inspection Number: 2025-1272-0002

Inspection Type:
Critical Incident

Licensee: Jarlette Ltd.

Long Term Care Home and City: Collingwood Care Centre, Collingwood

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 1-2, 5-7, 2025

The following intake(s) were inspected:

- Intake: #00141161 – CI #2781-000008-25, related to abuse
- Intake: #00144295 – CI #2781-000013-25, related to abuse

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

Prevention of Abuse and Neglect
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to Protect

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 licensee failed to ensure that a resident was protected from verbal abuse by a PSW.

Ontario Regulation 246/22, 2 (1) (a) defines verbal abuse as, any form of verbal communication of a threatening or intimidating nature or any form of verbal communication of a belittling or degrading nature which diminishes a resident's sense of well-being, dignity or self-worth, that is made by anyone other than a resident. ("mauvais traitements d'ordre verbal")

A PSW raised their voice to a resident.

Failure to protect the resident from verbal abuse could have affected the resident's feeling of safety and well-being and may have resulted in their sense of dignity or self-worth being impacted.

Sources: Interviews with Executive Director (ED) , and a Personal Support Worker (PSW) . Homes Investigation interviews, Critical Incident System report.

WRITTEN NOTIFICATION: Reporting certain matters to Director

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: FLTCA, 2021, s. 28 (1) 2.
Reporting certain matters to Director
s. 28 (1) A person who has reasonable grounds to suspect that any of the following

has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:
2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

In accordance with FLTCA s.154 (3), the licensee is vicariously liable when a staff member has not complied with subsection 28 (1) of the FLTCA.

The licensee has failed to ensure that a suspected incident of staff-to-resident abuse was reported to the Director immediately.

A PSW raised their voice to a resident. The incident was witnessed by other staff members, they did not report this to the Executive Director until seven days later.

Sources: Interviews with Executive Director and Personal Support Workers (PSW) , Homes Investigation interviews, Critical Incident System report.