

**Ministry of Long-Term Care**

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

**London District**

130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

## Original Public Report

**Report Issue Date:** November 25, 2024

**Inspection Number:** 2024-1166-0003

**Inspection Type:**

Critical Incident

**Licensee:** peopleCare Communities Inc.

**Long Term Care Home and City:** peopleCare Delhi LTC, Delhi

## INSPECTION SUMMARY

The inspection occurred onsite on the following dates: November 14, 18, and 19, 2024

The following intakes were inspected:

- Intake: #00127439 - CIS: 2660-000008-24 - Related to falls prevention and management
- Intake: #00128828 - CIS: 2660-000009-24 - Related to the prevention of abuse and neglect

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

Infection Prevention and Control  
Prevention of Abuse and Neglect  
Falls Prevention and Management

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## 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 has failed to protect a resident from physical abuse by staff.

Ontario Regulation 246/22 section 2 (1) defines physical abuse as "the use of physical force by anyone other than a resident that causes physical injury or pain".

**Rationale and Summary:**

A Critical Incident System (CIS) report was submitted to the Director indicating an incident of staff-to-resident abuse.

An investigation into the incident by the home indicated that the allegation was substantiated.

The resident experienced both pain and injury as a result of the incident.

**Sources:** Resident's clinical records, review of the home's investigation report, CIS report, and interviews with staff.