

**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

## Public Report

**Report Issue Date:** May 28, 2025

**Inspection Number:** 2025-1166-0002

**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: May 27 and 28, 2025

The following intake was inspected:

- Intake: #00146265 - CIS: 2660-000003-25 - Related to the Prevention of Abuse and Neglect

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

Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Policy to Promote Zero Tolerance

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

**Non-compliance with: FLTCA, 2021, s. 25 (1)**

Policy to promote zero tolerance

**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

s. 25 (1) Without in any way restricting the generality of the duty provided for in section 24, every licensee shall ensure that there is in place a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with.

The licensee has failed to ensure that the home's Abuse or Suspected Abuse/Neglect of a Resident policy was complied with when a staff member failed to follow the home's process for reporting the alleged abuse of a resident as was expected.

**Sources:** Abuse or Suspected Abuse/Neglect of a Resident policy, the home's investigation notes and interview with the Director of Care.