

**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:** April 17, 2026

**Inspection Number:** 2026-1268-0004

**Inspection Type:**

Critical Incident

**Licensee:** Eden House Care Facility Inc.

**Long Term Care Home and City:** Eden House Nursing Home, Guelph

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 14-17, 2026

The following intake(s) were inspected:

- Intake: #00168993 - related to prevention of abuse and neglect

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

Prevention of Abuse and Neglect

## 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

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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.

A staff member inappropriately touched a resident resulting in the resident experiencing negative emotional impact.

**Sources:** Interviews with resident and staff, Home's Investigation Notes