

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 23, 2026

Inspection Number: 2026-1239-0001

Inspection Type:

Complaint
Critical Incident

Licensee: Holland Christian Homes Inc.

Long Term Care Home and City: Faith Manor, Brampton

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 6-8, 13-14, 16, 19-23, 2026

The following intake(s) were inspected:

- Intake: #00163882 - related to infection prevention and control
- Intake: #00166136 - related to injury of unknown cause
- Intake: #00165766 - related to prevention of abuse and neglect
- Intake: #00166541 - related to prevention of abuse and neglect
- Intake: #00166828 - related to prevention of abuse and neglect

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

- Infection Prevention and Control
- Prevention of Abuse and Neglect

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Involvement of resident, etc.

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

Non-compliance with: FLTCA, 2021, s. 6 (5)

Plan of care

s. 6 (5) The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate fully in the development and implementation of the resident's plan of care.

A resident's Power Of Attorney was not able to participate fully in the development and implementation of the resident's plan of care.

Sources: Home's Investigation Notes, Interview with staff

WRITTEN NOTIFICATION: Policy to promote zero tolerance

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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

Policy to promote zero tolerance

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.

As per the home's Zero Tolerance of Resident Abuse and Neglect Policy, student

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volunteers under the age of 18 years participating in education and community service programs in Holland Christian Homes, were to be supervised at all times while in the home. This was not complied with, when a student volunteer accompanied a resident without their preceptor present. In addition, their preceptor was not aware this occurred, and they were not informed about it by the student during their end of shift meeting.

Sources: Interviews with staff, home's policy titled "Zero Tolerance of Resident Abuse and Neglect", Investigation Notes

WRITTEN NOTIFICATION: Reporting certain matters to Director

NC #003 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.

A resident who experienced a physical injury made an allegation of physical abuse by a staff and this allegation was not immediately reported to the Director.

Sources: Interview with staff, Critical Incident Report