

**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:** January 27, 2025

**Inspection Number:** 2025-1178-0001

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** Omni Healthcare (Lambton) Limited Partnership, by its general partner, Omni Healthcare (Lambton) GP Ltd.

**Long Term Care Home and City:** Bear Creek Terrace, Petrolia

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 20, 21, 23, 24, 27, 2025

The inspection occurred offsite on the following date(s): January 22, 2025

The following intake(s) were inspected:

- CI- 2673-000042-24 - Resident fall resulting in an injury
- Complaint regarding accommodation fees and the removal of bedrails.
- Complaint regarding increase to accommodation fees.

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

Resident Care and Support Services  
Infection Prevention and Control  
Falls Prevention and Management  
Resident Charges and Trust Accounts

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Reports re Critical Incidents

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

**Non-compliance with: O. Reg. 246/22, s. 115 (3) 4.**

Reports re critical incidents

s. 115 (3) The licensee shall ensure that the Director is informed of the following incidents in the home no later than one business day after the occurrence of the incident, followed by the report required under subsection (5):

4. Subject to subsection (4), an incident that causes an injury to a resident for which the resident is taken to a hospital and that results in a significant change in the resident's health condition.

The licensee failed to ensure that when a resident sustained a fall with injury and was sent to hospital it was not reported to the Director within one business day.

Review of the incident report, indicated the date the incident was first submitted to the Ministry of Long-Term Care (MLTC) was greater than one business day.

**Sources:** Resident's clinical records, Critical incident report.