

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

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: October 8, 2025
Inspection Number: 2025-1516-0003
Inspection Type: Complaint Critical Incident
Licensee: Foyer Richelieu Welland
Long Term Care Home and City: Foyer Richelieu Welland, Welland

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 26, 2025 and October 1-3, 6-8, 2025

The following intake(s) were inspected:

- Intake: #00153657 - Critical Incident (CI) #3022-000002-25 - related to resident care and support services.
- Intake: #00158142 - Complaint with concerns related to responsive behaviours and resident rights and choices.

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

- Resident Care and Support Services
- Responsive Behaviours
- Residents' Rights and Choices

INSPECTION RESULTS

WRITTEN NOTIFICATION: Reporting certain matters to Director

NC #001 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

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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.

The licensee has failed to ensure that an incident of resident to resident physical abuse that occurred on a specified date and resulted in an injury was immediately reported to the Director.

Sources: Resident's clinical records and an interview with DOC.