

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: February 12, 2026

Inspection Number: 2026-1102-0001

Inspection Type:
Critical Incident

Licensee: Clurelea Ltd.

Long Term Care Home and City: Good Samaritan Nursing Home, Alliston

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 3-6, and 10-12, 2026

The following intake(s) were inspected:

- Intake #00162794 and Intake #00167281: Alleged Sexual Abuse.
- Intake #00163285 and Intake #00167467: Infection Prevention and Control

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: General requirements

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

Non-compliance with: O. Reg. 246/22, s. 34 (2)

General requirements

s. 34 (2) The licensee shall ensure that any actions taken with respect to a resident under a program, including assessments, reassessments, interventions and the resident's responses to interventions are documented.

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The licensee did not ensure that actions taken with respect to a resident's responsive behaviours, including assessments, reassessments, interventions and the resident's responses to interventions were documented.

Despite ongoing nature of a resident's responsive behaviours, there was no documentation in their clinical records to identify the behaviours, assess contributing factors, or evaluate risk.

Source: Resident's clinical records, Interviews with staff and Administrator

WRITTEN NOTIFICATION: Responsive behaviours

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

Non-compliance with: O. Reg. 246/22, s. 58 (4) (b)

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

(b) strategies are developed and implemented to respond to these behaviours, where possible; and

A resident exhibited ongoing responsive behaviours since their admission. No care planning, behavioural support strategies, or interventions were developed or implemented to mitigate the impact of these behaviours on the resident or others until later.

Source: Resident's clinical records, Interviews with staff and Administrator

WRITTEN NOTIFICATION: Infection prevention and control program

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention

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and control. O. Reg. 246/22, s. 102 (2).

Inspector observed that the hand sanitizing wipes available and offered to residents in one of the dining room did not contain a minimum of 70-90% alcohol concentration.

Sources: Observations, interview with staff.

WRITTEN NOTIFICATION: Policy to promote zero tolerance

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 103 (e) (ii)

Policy to promote zero tolerance

s. 103. Every licensee of a long-term care home shall ensure that the licensee's written policy under section 25 of the Act to promote zero tolerance of abuse and neglect of residents,

(e) identifies the training and retraining requirements for all staff, including,

(ii) situations that may lead to abuse and neglect and how to avoid such situations.

The licensee did not ensure that a resident was protected from emotional abuse by a staff member.

A staff member formed a relationship beyond the scope of their role with a resident. This resulted in emotional harm to the resident.

Source: The home's policies: Therapeutic Relationships and Boundaries and Acceptance of Gifts; the home's investigation; Interviews with the resident and Staff



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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