

Ministry of Long-Term Care

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

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Public Report

Report Issue Date: February 12, 2026

Inspection Number: 2026-1224-0001

Inspection Type:

Critical Incident

Licensee: Gibson Holdings (Ontario) Ltd.

Long Term Care Home and City: Helen Henderson Nursing Home, Amherstview

INSPECTION SUMMARY

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

The following intake(s) were inspected:

- Intake: #00160096/ CIS #2728-000014-25 and Intake 00163533/ CIS# 2728-000016-25 - regarding ARI-COVID outbreaks and related Infection Prevention and Control practices.
- Intake: #00168699/ CIS #2728-000002-26 - regarding alleged resident to resident physical abuse resulting in injury.

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Reporting to the 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 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.

Upon hearing raised voices, a Personal Support Worker staff (PSW) attended a resident room where a resident indicated their co-resident pushed them so they retaliated and pushed back, causing the co-resident to fall and injure themselves. This incident was reported to the Director nine days later.

Sources: Critical Incident System (CIS) report, a Point Click Care Incident report and interviews with the Director of Care (DOC), Behavioural Support lead and a Registered Practical Nurse (RPN).