

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: October 10, 2025

Inspection Number: 2025-1117-0004

Inspection Type:

Complaint
Critical Incident

Licensee: peopleCare Communities Inc.

Long Term Care Home and City: peopleCare Hilltop Manor Cambridge,
Cambridge

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 29, October 1-2, and 7-10, 2025.

The following intake(s) were inspected:

- Intake: #00154011 - complainant related to resident's rights and choices.
- Intake: #00155631 - falls prevention and management program.
- Intake: #00155637 - falls prevention and management program.
- Intake: #00157037 - falls prevention and management program.

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

- Infection Prevention and Control
- Residents' Rights and Choices
- Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Infection prevention and control program

NC #001 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 and control. O. Reg. 246/22, s. 102 (2).

The licensee has failed to ensure that any standard or protocol issued by the Director with respect to Infection Prevention and Control (IPAC) was implemented in the home.

As per the IPAC Standard for Long-Term Care Homes (LTCH), revised September 2023, section 9.1 states the licensee shall ensure that Routine Practices and Additional Precautions are followed in the IPAC program. At a minimum, the proper use of personal protective equipment (PPE), including appropriate selection, application, removal, and disposal are required.

A resident had Contact Precautions in place which required staff to don gloves and a gown when providing direct care. Staff did not don a gown when they provided direct care to a resident on a specific date.

Sources: Record review of Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes (LTCHs) revised September 2023, a resident's clinical

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records, Public Health Ontario signage for Contact Precautions; Observation of care for a resident; and Interviews with staff and the IPAC Coordinator.