

**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:** March 27, 2026

**Inspection Number:** 2026-1117-0001

**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): March 18-20, 23-27, 2026.

The following intake(s) were inspected:

- Intake: #00166065 - Related to allegations of abuse.
- Intake: #00167336 - Complaint related to concerns with resident care.
- Intake: #00172300 - Complaint related to operational and resident care concerns.

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

- Resident Care and Support Services
- Food, Nutrition and Hydration
- Housekeeping, Laundry and Maintenance Services
- Medication Management
- Prevention of Abuse and Neglect

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Residents' Bill of Rights

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

**Non-compliance with: FLTCA, 2021, s. 3 (1) 5.**

Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

5. Every resident has the right to freedom from neglect by the licensee and staff.

A resident experienced delays in call bell response over a specified period, which had a negative impact on their feelings.

**Sources:** interviews with a resident and a staff member, and record review of the home's call bell history.