

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: May 1, 2026
Inspection Number: 2026-1567-0004
Inspection Type: Critical Incident Follow up
Licensee: The Regional Municipality of Niagara
Long Term Care Home and City: Linhaven, St Catharines

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 28-30, 2026 and May 1, 2026

The following intake(s) were inspected:

- Intake #00169173- Follow-up for compliance order (CO) #002/2026-1567-0001 related to O. Reg. 246/22 - s. 79 (1) 5- dining and snack service.
- Intake #00169174- Follow-up for CO #001/2026-1567-0001 related to O. Reg 246/22 - s. 20 (a)- communication and response system.
- Intake #00173363- Follow-up for CO #001/2026-1567-0002 related to O. Reg. 246/22 s. 40- transferring and positioning techniques.
- Intake #00175501/Critical Incident (CI) #M551-000008-26 - related to the prevention of abuse and neglect.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:
Order #002 from Inspection #2026-1567-0001 related to O. Reg. 246/22, s. 79 (1) 5.

Order #001 from Inspection #2026-1567-0001 related to O. Reg. 246/22, s. 20 (a).

Order #001 from Inspection #2026-1567-0002 related to O. Reg. 246/22, s. 40.

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

Resident Care and Support Services

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Food, Nutrition and Hydration
Safe and Secure Home
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to protect

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

Section 2 of the Ontario Regulation 246/22 defines physical abuse as "the use of physical force by a resident that causes physical injury to another resident."

On specified date, two residents were in an altercation. Staff stated they witnessed one resident use physical force on the other resident, which resulted in an injury.

Sources: Both resident's plan of care; interviews with staff and management.

WRITTEN NOTIFICATION: Reporting certain matters to Director

NC #002 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.

On a specified date, an altercation occurred between two residents, resulting in harm. Staff confirmed the incident was not immediately reported to the home's management or the Director.

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

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Sources: CIS Report; Abuse and Neglect- Zero Tolerance policy; Mandatory Reporting and Critical Incidents Reporting Requirements policy; interview with staff.