

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: September 24, 2025

Inspection Number: 2025-1050-0005

Inspection Type:
Critical Incident

Licensee: Kindera Living Care Centres LP by its general partners, Kindera Living Care Centres GP Inc. and Kindera Living Management Inc.

Long Term Care Home and City: Cooksville Care Centre, Mississauga

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 17-19, 22- 24, 2025.

The following intake(s) were inspected:

-Intake: #00150702 - IL-0141803-AH CI #2124-000020-25 - Related to prevention of abuse and neglect.

-Intake: #00151815 - IL-0142236-AH CI #2124-000025-25 - Related to prevention of abuse and neglect.

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

Prevention of Abuse and Neglect

Restraints/Personal Assistance Services Devices (PASD) Management

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.

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The licensee has failed to ensure that the resident was protected from physical abuse by another resident.

O. Reg. 246/22 s. 2 (1) (c) defines physical abuse as the use of physical force by a resident that causes physical injury to another resident.

A resident placed their hand on another resident, who then pushed them to the floor, causing an injury that required surgical intervention.

Failing to protect the resident from physical abuse by another resident caused actual harm to the resident when they sustained an injury.

Sources: Interview with Director of Nursing (DON), investigation notes, incident debrief, resident's clinical records and CI #2124-000020-25.

WRITTEN NOTIFICATION: Protection from certain restraining

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

Non-compliance with: FLTCA, 2021, s. 34 (1) 5.

Protection from certain restraining

s. 34 (1) Every licensee of a long-term care home shall ensure that no resident of the home is:

5. Restrained, by the use of barriers, locks or other devices or controls, from leaving a room or any part of a home, including the grounds of the home, or entering parts of the home generally accessible to other residents, other than under the common law duty referred to in section 39.

The licensee has failed to ensure that the resident remained free from restraint on two occasions, where barriers were used to prevent them from leaving their room freely.

Sources: Home's investigation notes, Minimizing Restraints policy and staff interviews.