

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

Toronto District
5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Public Report

Report Issue Date: November 21, 2025

Inspection Number: 2025-1140-0004

Inspection Type:
Critical Incident

Licensee: 848357 Ontario Inc.

Long Term Care Home and City: The O'Neill Centre, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 18 - 21, 2025

The following Critical Incident intake(s) were inspected:

- Intake: #00159523 - Unwitnessed fall of resident resulting in injury
- Intake: #00160713 - Allegation of physical abuse towards a resident by a visitor

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

Prevention of Abuse and Neglect
Falls Prevention and 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.

Physical abuse refers to the use of physical force by anyone other than a resident,

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resulting in physical injury or pain.

On a specified date, a resident experienced pain following an unwitnessed physical altercation with a visitor.

Sources: Review of Critical Incident Report (CIR), resident's clinical record, home's investigation notes, and interview with resident.