Ontario

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

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

Hamilton District
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Public Report

Report Issue Date: December 17, 2024
Inspection Number: 2024-1167-0004
Inspection Type: Critical Incident
Licensee: Maryban Holdings Ltd.
Long Term Care Home and City: Oakwood Park Lodge, Niagara Falls

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: December 3-5, 2024.

The following intakes were inspected:

- Intake #00120640 - Prevention of Abuse and Neglect.
- Intake #00122946 and #00128499 - Infection Prevention and Control.
- Intake #00125841 - Falls Prevention and Management.

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

Infection Prevention and Control
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.

The licensee failed to ensure that a resident was protected from physical abuse by another resident on a specified date.

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

Rationale and Summary
On a specified date, it was reported by staff at the home that a physical altercation had occurred between two residents and one was injured. Registered staff assessed the injured resident and initiated treatment. Staff confirmed that the resident sustained their injuries as a result of physical force used by the other resident.

Failure to protect a resident from physical abuse by another resident resulted in actual harm to the resident.

Sources: Residents' physical records, Critical Incident Report, and interview with staff.