

**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:** February 9, 2026

**Inspection Number:** 2026-1338-0001

**Inspection Type:**

Critical Incident

**Licensee:** Liuna Local 837 Nursing Home (Hamilton) Corporation

**Long Term Care Home and City:** Queen's Garden, Hamilton

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 30, 2026 and February 2-6, 9, 2026.

The following intake was inspected:

Intake#00167626/CI#2853-000003-26 for prevention of abuse and neglect.

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

Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Reporting certain matters to Director

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

**Non-compliance with: FLTCA, 2021, s. 28 (1) 2.**

Reporting certain matters to Director

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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.

An incident of resident-to-resident altercation with suspected abuse occurred on a specified date in January 2026 and was not reported to the Ministry of Long-Term Care (MLTC) until two days later.

Sources: Critical Incident System (CIS) Report, AgeCare Abuse Free Communities Policy, Interview with staff, Residents' progress notes.