

**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 16, 2025

**Inspection Number:** 2025-1406-0005

**Inspection Type:**

Critical Incident

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

**Long Term Care Home and City:** Regina Gardens, Hamilton

## INSPECTION SUMMARY

The inspection occurred onsite on the following dates: September 10-12, 15-16, 2025

The following intakes were inspected in this Critical Incident (CI) inspection:

-Intake #00149437/CI #2922-000034-25 - related to infection prevention and control

-Intake #00149953/CI# 2922-000037-25 and intake: #00154624/CI #2922-000038-25 - related to prevention of abuse and neglect

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

- Infection Prevention and Control
- Prevention of Abuse and Neglect

## INSPECTION RESULTS

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**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 has failed to protect a resident from abuse by a staff member

Section 2 of Ontario Regulations 246/22 defines verbal abuse as "any form of communication of a threatening or intimidating nature or any form of verbal communication of a belittling or degrading nature which diminishes the sense of a resident's sense of well-being, dignity or self-worth, that is made by anyone other than a resident"; and physical abuse as "the use of force by anyone other than a resident that causes physical injury or pain".

A staff member was observed by another staff member using an inappropriate tone and force when providing care to a resident.

**Sources:** home's investigation notes, CI# 2922-0037-25, interview with staff, resident's clinical records.