

**Ministry of Long-Term Care**

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

**Central West District**

609 Kumpf Drive, Suite 105  
Waterloo, ON, N2V 1K8  
Telephone: (888) 432-7901

## Public Report

**Report Issue Date:** October 9, 2025

**Inspection Number:** 2025-1509-0006

**Inspection Type:**

Critical Incident  
Follow up

**Licensee:** Saint Luke's Place

**Long Term Care Home and City:** Saint Luke's Place, Cambridge

## INSPECTION SUMMARY

The inspection occurred onsite on the following dates: October 1-3, 7-9, 2025

The following intakes were inspected:

Intakes #00155326 and #00155355, regarding an incident of alleged resident abuse.

Intake #00156939 regarding Follow-up #2 CO #001 not complied from inspection #2025-1509-0004.

### Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2025-1509-0004 related to FLTCA, 2021, s. 24 (1)

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

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Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Residents' Bill of Rights

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

**Non-compliance with: FLTCA, 2021, s. 3 (1) 1.**

Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.

The licensee has failed to treat a resident with courtesy and respect.

A resident said two staff argued while they provided care to them.

Sources: a resident's clinical records, the home's investigation, and interview with staff.

### WRITTEN NOTIFICATION: Prevention of Abuse and Neglect

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

**Non-compliance with: FLTCA, 2021, s. 24 (1)**

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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.

A. The licensee has failed to protect a resident from emotional abuse by a staff member.

A resident reported that the care provided to them by a PSW felt abusive. The staff acknowledged that they should have provided care to the resident in a slower and gentler manner.

Sources: a resident's clinical records, the home's investigation and interviews with staff.

**WRITTEN NOTIFICATION: Reporting Certain Matters to Director**

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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

Reporting certain matters to Director

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:

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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.

The licensee has failed to ensure that a suspected abuse of a resident was reported immediately to the Director.

**Sources:** a resident's clinical records, the home's investigation, and interviews with staff.

## NOTICE OF RE-INSPECTION FEE

Pursuant to section 348 of O. Reg. 246/22 of the Fixing Long-Term Care Act, 2021, the licensee is subject to a re-inspection fee of \$500.00 to be paid within 30 days from the date of the invoice.

A re-inspection fee applies since this is, at minimum, the second follow-up inspection to determine compliance with the following Compliance Order(s) under s. 155 of the FLTCA, 2021, and/or s. 153 of the LTCHA, 2007.

Follow-up #2: CO #001 from Inspection #2025-1509-0004 - FLTCA, 2021 - s. 24 (1) Duty to protect – CDD: August 15, 2025, RIF \$500.

Licensees must not pay a Re-Inspection Fee from a resident-care funding envelope provided by the Ministry (i.e., Nursing and Personal Care (NPC); Program and Support Services (PSS); and Raw Food (RF)). By submitting a payment to the Minister of Finance, the licensee is attesting to using funds outside a resident-care funding envelope to pay the Re-Inspection Fee.