

**Ministry of Long-Term Care**

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

**London District**

130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

## Public Report

**Report Issue Date:** April 29, 2025

**Inspection Number:** 2025-1430-0003

**Inspection Type:**

Critical Incident

**Licensee:** Kindera Living (Sprucedale) LTC LP by its general partners, Kindera Living (Sprucedale) LTC GP Inc. and Kindera Living (Sprucedale) Inc.

**Long Term Care Home and City:** Sprucedale Care Centre, Strathroy

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 25, 28 and 29, 2025

The following intake(s) were inspected:

- Intake: #00143379 - 2946-000003-25 Related to Physical Abuse of resident.

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

Prevention of Abuse and Neglect

## 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)**

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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.

The licensee has failed to ensure that a resident was protected from abuse by Personal Support Worker (PSW).

Sources: Investigation notes, Abuse and Neglect Policy RCS P-10 (last reviewed June 27, 2024), Letter to the PSW, and interviews with the Director of Care (DOC) and other staff.