

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: March 27, 2026

Inspection Number: 2026-1506-0001

Inspection Type:

Critical Incident

Licensee: St. Joseph's Health System

Long Term Care Home and City: St. Joseph's Health Centre, Guelph, Guelph

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 19-20, 23-27, 2026

The following intake(s) were inspected:

-Intake: #00166393 - Prevention of Abuse and Neglect

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

- Responsive Behaviours
- Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to Protect

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

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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.

Two residents had an altercation which resulted in an injury to one of the residents.

Sources: Clinical records, interviews with staff.