

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: January 9, 2026

Inspection Number: 2026-1094-0001

Inspection Type:

Critical Incident

Licensee: Lutheran Homes Kitchener-Waterloo

Long Term Care Home and City: Trinity Village Care Centre, Kitchener

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 5-9, 2026

The following intake(s) were inspected:

- Intake: #00162656 - Related to prevention of abuse and neglect

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

Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care - Documentation

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 1.

Plan of care

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s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

Provision of care related to activities of daily living for a resident was not documented accurately, as outlined in the plan of care, on a specific date.

Sources: Record review and staff interviews.

WRITTEN NOTIFICATION: Duty to protect

NC #002 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.

Section 2 of the Ontario Regulation (O. Reg.) 246/22 defines "neglect" as the failure to provide a resident with the treatment, care, services or assistance required for health, safety or well-being, and includes inaction or a pattern of inaction that jeopardizes the health, safety or well-being of one or more residents.

A resident did not have access to their assistive device and became incontinent for a specified number of hours which resulted in altered skin issues.

Sources: Record review and staff interviews.

WRITTEN NOTIFICATION: Policy to promote zero tolerance

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

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Non-compliance with: FLTCA, 2021, s. 25 (1)

Policy to promote zero tolerance

s. 25 (1) Without in any way restricting the generality of the duty provided for in section 24, every licensee shall ensure that there is in place a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with.

The Home's written policy to promote zero tolerance of abuse and neglect of residents' was not complied with when the required documentation was not completed for a resident following a report of alleged abuse.

Sources: Record review and staff interviews.