

**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

## Original Public Report

**Report Issue Date:** November 15, 2024

**Inspection Number:** 2024-1394-0003

**Inspection Type:**

Critical Incident

**Licensee:** Halton Healthcare LTC Inc.

**Long Term Care Home and City:** Wyndham Manor Long Term Care Centre,  
Oakville

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 22, 24, 28-30, 2024.

The following intake(s) were inspected:

- Intake: #00122662 - Critical Incident (CI) 2910-000023-24 related to resident-to-resident abuse.

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

Infection Prevention and Control  
Prevention of Abuse and Neglect  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Duty to protect

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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 failed to protect a resident from physical abuse by another resident.

As per Ontario Regulation 246/22, section 2 defines physical abuse as "the use of physical force by a resident that causes physical injury to another resident; ("mauvais traitements d'ordre physique)". The physical actions of one resident resulted in physical injury to another resident.

**Rationale and Summary**

On an identified date, one resident sustained physical injury during an altercation with another resident.

The Director of Care (DOC) acknowledged that the incident caused physical harm to one resident.

**Sources:** Residents' clinical records, long term care home's incident investigation notes and staff interviews.