

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: December 9, 2025

Inspection Number: 2025-1410-0006

Inspection Type:

Critical Incident

Licensee: Steeves & Rozema Enterprises Limited

Long Term Care Home and City: St. Andrew's Terrace Long Term Care
Community, Cambridge

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 2-5, 9, 2025.

The following intake(s) were inspected:

- Intake #00161341: Resident to resident abuse.
- Intake #00162062: Unwitnessed fall of a resident.
- Intake #00162381: Alleged neglect of a resident by staff.
- Intake #00163218: Alleged improper care of a resident by staff.

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

- Resident Care and Support Services
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Required programs

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

Non-compliance with: O. Reg. 246/22, s. 53 (1) 1.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

1. A falls prevention and management program to reduce the incidence of falls and the risk of injury.

A resident had an unwitnessed fall with injury. After the fall, staff did not implement the procedures that were developed in the home's fall prevention and management policy.

Sources: The home's fall prevention and management policy and investigative notes, and an interview with a staff member.