

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

## Public Report

**Report Issue Date:** April 27, 2026

**Inspection Number:** 2026-1612-0004

**Inspection Type:**  
Critical Incident

**Licensee:** The Regional Municipality of Niagara

**Long Term Care Home and City:** The Woodlands of Sunset, Welland

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 22-23 and 27, 2026.

The following intake(s) were inspected:

-Intake #00175588 - Critical Incident (CI) #M617-000008-26 related to the prevention of abuse and neglect.

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)**

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.

A resident was not protected from verbal abuse by a staff member.

O.Reg. 246/22 s. 2 defines verbal abuse as any form of verbal communication of a

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threatening or intimidating nature or any form of verbal communication of a belittling or degrading nature which diminishes a resident's sense of well-being, dignity or self-worth, that is made by anyone other than a resident

A staff member made a comment to a resident that made them feel concerned for their safety.

**Sources:** The home's investigation notes, CI #M617-000008-26, interview with a resident, interview with the Director of Resident Care.