

**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 22, 2025

**Inspection Number:** 2025-1414-0003

**Inspection Type:**

Complaint  
Critical Incident  
Follow up

**Licensee:** Kindera Living Care Centres GP Inc.

**Long Term Care Home and City:** Arbour Creek Long-Term Care Centre, Hamilton

## INSPECTION SUMMARY

The inspection occurred onsite on the following dates: April 9-11, 14-15, 17, 22, 2025

The following intake(s) were inspected:

- Intake #00138875/Follow Up #1: CO #001 from inspection #2025-1414-0001 related to FLTCA, 2021 s. 6 (7) Duty of licensee to comply with plan. CDD: March 11, 2025.
- Intake #00138876/Follow Up #1: CO #003 from inspection #2025-1414-0001 related to FLTCA, 2021 s. 28 (1) 2 Reporting certain matters to Director. CDD: March 21, 2025.
- Intake #00138877/Follow Up #1: CO #002 from inspection #2025-1414-0001 related to FLTCA, 2021 s. 24 (1) Duty to protect. CDD: March 21, 2025.
- Intake #00139480/CI #2930-000016-25 - related to prevention of abuse and neglect, continence care and bowel management, and skin and wound management

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## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2025-1414-0001 related to FLTCA, 2021, s. 6 (7)

Order #003 from Inspection #2025-1414-0001 related to FLTCA, 2021, s. 28 (1) 2.

Order #002 from Inspection #2025-1414-0001 related to FLTCA, 2021, s. 24 (1)

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

Resident Care and Support Services  
Infection Prevention and Control  
Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Continence care and bowel management

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

**Non-compliance with: O. Reg. 246/22, s. 56 (2) (a)**

Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(a) each resident who is incontinent receives an assessment that includes identification of causal factors, patterns, type of incontinence and potential to restore function with specific interventions, and that where the condition or circumstances of the resident require, an assessment is conducted using a clinically appropriate assessment instrument that is specifically designed for assessment of incontinence;

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The licensee has failed to ensure a resident received an incontinence assessment as required.

**Sources:** assessment records for resident, interview with staff, Continence Care and Bowel Management program (reviewed March 12, 2025).

## **WRITTEN NOTIFICATION: Continence care and bowel management**

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 56 (2) (b)**

Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(b) each resident who is incontinent has an individualized plan, as part of their plan of care, to promote and manage bowel and bladder continence based on the assessment and that the plan is implemented;

The licensee has failed to ensure a resident's plan of care related to incontinence was individualized and implemented.

A resident was admitted to the home and an admission continence care assessment was not completed to create an individualized plan of care for incontinence.

On a specified date, a staff member did not implement the resident's plan of care related to continence care and bowel management.

**Sources:** interviews with staff, home's investigation notes, resident's plan of care and care records.