

**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:** October 23, 2025

**Inspection Number:** 2025-1414-0007

**Inspection Type:**

Complaint  
Critical Incident

**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 date(s): October 10, 17, 21, 22, 23, 2025.

The following intake(s) were inspected:

Intake #00152803 - Critical Incident (CI) #2930-000038-25 related to prevention of abuse and neglect and reporting and complaints.

Intake #00156030 - CI #2930-000044-25 related to prevention of abuse and neglect and reporting and complaints.

Complaint Intake #00155610 related to food nutrition and hydration, resident care and support services, medication management and prevention of abuse and neglect.

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

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Resident Care and Support Services  
Medication Management  
Food, Nutrition and Hydration  
Prevention of Abuse and Neglect  
Reporting and Complaints

## **INSPECTION RESULTS**

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.