

**Ministry of Long-Term Care**

Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**London District**

130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

## Public Report

**Report Issue Date:** March 25, 2026

**Inspection Number:** 2026-1462-0003

**Inspection Type:**

Proactive Compliance Inspection

**Licensee:** peopleCare Communities Inc.

**Long Term Care Home and City:** peopleCare Oakcrossing London, London

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s):  
March 20, 23, 24, and 25, 2026

The following intake(s) were inspected:

- Intake: #00172267 - Proactive Compliance Inspection

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

Contenance Care  
Medication Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Contenance Care and Bowel Management

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

**Non-compliance with: O. Reg. 246/22, s. 56 (1) 5.**

Continence care and bowel management

s. 56 (1) The continence care and bowel management program must, at a minimum, provide for the following:

5. Annual evaluation of residents' satisfaction with the range of continence care products in consultation with residents, substitute decision-makers and direct care staff, with the evaluation being taken into account by the licensee when making purchasing decisions, including when vendor contracts are negotiated or renegotiated.

An annual evaluation of residents' satisfaction with the range of continence care products in consultation with residents, their substitute decision-makers, and direct care staff was not completed for the year 2025.

**Sources:** Resident interRAI Quality of Life Survey 2025 and interview with Executive Director.