

Ministry of Long-Term Care

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

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: April 3, 2025

Inspection Number: 2025-1636-0002

Inspection Type:

Critical Incident

Licensee: Mon Sheong Foundation

Long Term Care Home and City: Mon Sheong Stouffville Long-Term Care Centre,
Stouffville

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 31, 2025 and April 1 and 3, 2025

The following intake(s) were inspected:

- Intake related to an alleged physical abuse incident involving a resident.

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

Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty To Protect

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

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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.

The licensee failed to protect a resident from physical abuse by a visitor.

In accordance with the definition identified in Ontario Regulation 246/22 section 2, "physical abuse" means the use of physical force by anyone other than a resident that causes physical injury or pain.

A resident was pushed by a visitor, resulting in a fall and subsequent pain to the resident's head. The resident was transferred to the hospital the next day, due to a headache and neck pain. Registered Nurse (RN) #101, #102, and Associate Director of Resident Care (ADRC) confirmed the resident had been physically abused by the visitor.

Sources: The resident's clinical records, Critical Incident Report (CIR), interviews with staff. [000744]

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