

Ministry of Long-Term Care

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

North District

159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Public Report

Report Issue Date: April 11, 2025

Inspection Number: 2025-1033-0001

Inspection Type:

Critical Incident

Licensee: Jarlette Ltd.

Long Term Care Home and City: The Villa Care Centre, Midland

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 7-11, 2025

The following intake(s) were inspected:

- Three intakes, related to disease outbreaks;
- Intake, related to an incident of resident to resident physical aggression, resulting in pain; and,
- Intake, related to an allegation of staff to resident physical abuse.

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to Protect

Ministry of Long-Term Care

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

North District

159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

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.

The licensee has failed to ensure that a resident was protected from abuse by staff.

A Personal Support Worker (PSW) reported to registered staff that while they and another PSW had provided care to a resident, the other PSW was abusive towards the resident.

Sources: Critical Incident (CI) report; a resident's health care records; the home's internal investigation notes; staffs personnel files; the home's policy, titled, "LTC Abuse – Zero-Tolerance Policy for Resident Abuse and Neglect"; and interviews with direct care and registered staff, and the Director of Care (DOC).

**WRITTEN NOTIFICATION: Reporting certain matters to
Director**

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

Non-compliance with: FLTCA, 2021, s. 28 (1) 2.

Reporting certain matters to Director

s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

The licensee has failed to ensure that the witnessed incident of abuse towards a resident was reported immediately to the Director.

There had been an allegation of staff to resident abuse that had been reported, and it had not been reported to the Director immediately.

Ministry of Long-Term Care

Long-Term Care Operations Division

Long-Term Care Inspections Branch

North District

159 Cedar St, Suite 403

Sudbury, ON, P3E 6A5

Telephone: (800) 663-6965

Sources: CI report; a resident's health care records; the home's internal investigation notes; staffs personnel files; the home's policy, titled, "LTC Abuse – Zero-Tolerance Policy for Resident Abuse and Neglect"; and interviews with direct care and registered staff, and the DOC.

Ministry of Long-Term Care

Long-Term Care Operations Division

Long-Term Care Inspections Branch

North District

159 Cedar St, Suite 403

Sudbury, ON, P3E 6A5

Telephone: (800) 663-6965