

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: May 7, 2025

Inspection Number: 2025-1341-0003

Inspection Type:

Critical Incident

Licensee: Axiom Extendicare LTC II LP, by its general partners Extendicare LTC Managing II GP Inc. and Axiom Extendicare LTC II GP Inc.

Long Term Care Home and City: Columbia Forest, Waterloo

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 1, 2, 5-7, 2025.

The following intake(s) were inspected:

- Intakes: #00143546, #00145631 and #00145913 related to prevention of abuse and neglect,
- Intake: #00143580, related to infection prevention and control,
- Intake: #00145196, related to falls prevention.

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Duty to Protect

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 protect two residents from financial abuse by a Personal Support Worker (PSW).

Pursuant to s. 154 (3) of the Fixing Long-term Care Act, 2021, where an inspector finds that a staff member was vicariously liable with subsection 28 (1), the licensee shall be deemed to have not complied.

For the purpose of this Act and Regulation, "financial abuse" means any misappropriation or misuse of a resident's money or property".

The home's Code of Business Conduct policy stated "Team Members are not to accept any money or gifts from residents/clients."

The home submitted two Critical Incident report related to alleged financial abuse of two residents by a PSW:

a)A resident offered a PSW a personal belonging in exchange of money. The PSW agreed and took the resident's property. Months later, the resident was upset not having received the money from the PSW and confined in a staff member, in an attempt to retrieve their money.

The Executive Director confirmed that the home's investigation concluded financial

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abuse had occurred from the PSW towards the resident.

Sources: The resident's clinical records, home's investigation, Critical Incident report, Code of Business Conduct policy (February 2025) and an interview with the ED.

b)A resident stated that on two occasions a PSW borrowed money from the resident. The resident said they knew it was wrong but felt pressured lending the money to the PSW.

Sources: Critical Incident report, Code of Business Conduct policy (February 2025), interviews with the ED and a resident

WRITTEN NOTIFICATION: Reporting Certain Matters to The Director

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

Non-compliance with: FLTCA, 2021, s. 28 (1) 4.

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:

4. Misuse or misappropriation of a resident's money.

The licensee has failed to ensure to immediately report suspicion of misuse or misappropriation of a resident's money to the Director when the resident confided in a Staff member of the alleged suspicion of misappropriation of money days prior.

Sources: Critical Incident Report, Student Placement Coordinator's email, interviews with the ED and the resident.