

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

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Original Public Report

Report Issue Date: December 6, 2024

Inspection Number: 2024-1239-0005

Inspection Type: Critical Incident

Licensee: Holland Christian Homes Inc.

Long Term Care Home and City: Faith Manor, Brampton

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: November 25 - 29, 2024

The following intake was inspected:

- Intake: #00120471 - IL-0128302-AH/2745-000013-24 Financial abuse of a resident.

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

- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Staffing, Training and Care Standards
- Reporting and Complaints

INSPECTION RESULTS

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)

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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 financial abuse.

Section 2 (1) of the Ontario Regulation 246/22 (O.REG. 246/22) defines financial abuse as any misappropriation or misuse of a resident's money or property.

Rationale and summary

A significant amount of money was stolen from a resident's bank account.

At the time of inspection, compliance concerns were identified with the home's internal investigation and recruitment screening processes.

When a resident was financially abused, and the home failed to follow their internal processes for screening and investigation, there was an increased risk of financial loss.

Sources: Interviews with the home's Administrator, and other staff; A resident's clinical records, CI Report #2745-000013-24, Zero Tolerance of Resident Abuse Policy (last reviewed April 11, 2023), as well as Hiring, Screening, and Orientation Policy (last revised June 2023)

**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) 2.

Reporting certain matters to Director

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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 failed to ensure suspected financial abuse of a resident was immediately reported to the Director.

Rationale and summary

A suspicion of financial abuse for a resident was not immediately submitted to the Director.

When the home did not immediately report a suspicion of financial abuse, the Director was unable to take action as needed.

Sources: Critical incident report # 2745-000013-24, the home's Zero Tolerance of Resident Abuse and Neglect Policy (last revised June 2023), and a resident's clinical records; Interviews with a resident's Power Of Attorney, and staff members of the home.