

**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

**Original Public Report**

<b>Report Issue Date:</b> March 1, 2024	
<b>Inspection Number:</b> 2024-1066-0002	
<b>Inspection Type:</b> Complaint Critical Incident	
<b>Licensee:</b> LaPointe-Fisher Nursing Home, Limited	
<b>Long Term Care Home and City:</b> LaPointe-Fisher Nursing Home, Guelph	
<b>Lead Inspector</b> Mark Molina (000684)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): February 20-21, 23, 26-28, 2024

The following intake(s) were inspected:

- Intake: #00102340 - CI: 2358-000022-23 - related to a resident fall with injuries
- Intake: #00104349 - IL-20926-AH /CI: 2358-000025-23 - related to resident physical abuse
- Intake: #00109023 - IL-0123058-CW - complaint related to the home's refusal of a resident's readmission from the hospital

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

Infection Prevention and Control  
Prevention of Abuse and Neglect  
Falls Prevention and Management  
Admission, Absences and Discharge

## 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)**

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 physical abuse by another resident.

Section 2 (1) (c) of the Ontario Regulation 246/22 defines physical abuse as the use of physical force by a resident that causes physical injury to another resident.

### Rationale and Summary

Two residents had a physical altercation when one resident wandered into the other residents room.

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As a result of the incident, one resident sustained an injury.

Failure of the home to protect a resident from physical abuse from another resident, caused physical injury.

**Sources:** Interview with a resident and staff; Resident's clinical records  
[000684]