

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

Ottawa District  
347 Preston Street, Suite 410  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559

## Original Public Report

Report Issue Date: September 4, 2024

Inspection Number: 2024-1011-0004

Inspection Type:  
Critical Incident

Licensee: 2629693 Ontario Inc.

Long Term Care Home and City: Sarsfield Colonial Home, Sarsfield

## INSPECTION SUMMARY

The inspection occurred onsite on August 28-30, 2024, and September 4, 2024

The following intake(s) were inspected:

- Intake: #00121473 regarding a complaint related to resident care.
- Intake: #00125226 regarding a critical incident related to failure/breakdown of major system in the home.
- Intake: #00125318 regarding a critical incident related to an alleged resident to resident physical abuse incident.

The following Inspection Protocols were used during this inspection:

Safe and Secure Home  
Infection Prevention and Control  
Prevention of Abuse and Neglect  
Responsive Behaviours

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## Reporting and Complaints

# INSPECTION RESULTS

## WRITTEN NOTIFICATION: Reporting certain matters to Director

NC #001 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 an allegation of resident-to-resident physical abuse was immediately reported to the Director.

Sources: Record review of this critical incident report and investigation and interview with the Director of Care.

## WRITTEN NOTIFICATION: Complaints procedure: licensee

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

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Non-compliance with: O. Reg. 246/22, s. 107

Complaints procedure: licensee

s. 107. Every licensee of a long-term care home shall ensure that the written procedures required under clause 26 (1) (a) of the Act incorporate the requirements set out in section 108 of this Regulation.

The licensee has failed to ensure that the written procedures required under clause 26 (1) (a) of the Act incorporate the requirements set out in section 108 of this Regulation.

Specifically, the need to immediately inform the Director, the need to provide the complainant a response within 10 business days of the receipt of the complaint and the response to the complainant did not include the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman.

Sources: Policy and procedure titled "Concerns-Resident/family last revised June 10, 2024. [000725]