

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

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: December 31, 2025
Inspection Number: 2025-1172-0004
Inspection Type: Complaint
Licensee: Omni Quality Living (East) Limited Partnership by its general partner, Omni Quality Living (East) GP Ltd.
Long Term Care Home and City: Streamway Villa, Cobourg

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 30, 31, 2025

The following intake(s) were inspected:
Complaint intake's related to visitations from private duty workers.

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

Resident Care and Support Services

INSPECTION RESULTS

WRITTEN NOTIFICATION: Residents' Bill of Rights

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 3 (1) 20.

Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

20. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.

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Complaints were received by the Director concerning the suspended services of privately hired private duty workers of identified residents at the home. A complainant stated that the home had prevented their Private Duty Worker from fulfilling their duties on three identified dates during lunch and supper, until seven areas of requirements were completed as per the home's policy. The complainant stated that these visits were important for the resident's social and emotional needs.

Sources: Interviews with complainants and Director of Care (DOC). [746]



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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