

**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:** December 19, 2025

**Inspection Number:** 2025-1611-0007

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** The Regional Municipality of Peel

**Long Term Care Home and City:** Tall Pines Long Term Care Centre, Brampton

**INSPECTION SUMMARY**

The inspection occurred onsite on the following dates: December 11, 15-19, 2025

The inspection occurred offsite on the following date: December 12, 2025

The following intakes were inspected:

-Intake #00162077, related to alleged neglect

-Intake #00164042, related to alleged abuse

-Intake #00162620, and #00163588, related to concerns of abuse and neglect of residents

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

- Prevention of Abuse and Neglect
- Responsive Behaviours
- Reporting and Complaints
- Pain Management

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Dealing with complaints

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

**Non-compliance with: O. Reg. 246/22, s. 108 (1) 3. i.**

Dealing with complaints

s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

3. The response provided to a person who made a complaint shall include,
  - i. the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010,

The response to the person who made a complaint alleging neglect of a resident did not include the Ministry's toll-free telephone number and its hours of service nor the contact information for the patient ombudsman under the Excellent Care for All Act, 2010.

**Sources:** a critical incident report, a complaint record and an interview with staff.

### WRITTEN NOTIFICATION: Administration of drugs

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

**Non-compliance with: O. Reg. 246/22, s. 140 (2)**

Administration of drugs

s. 140 (2) The licensee shall ensure that drugs are administered to residents in

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accordance with the directions for use specified by the prescriber. O. Reg. 246/22, s. 140 (2).

On one occasion, a registered nursing staff did not follow the directions for use specified by the prescriber when they administered a medication to a resident.

**Sources:** a resident's clinical records, the home's investigation notes of a critical incident, and interviews with staff.