

**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:** January 20, 2025

**Inspection Number:** 2025-1122-0001

**Inspection Type:**

Critical Incident  
Follow up

**Licensee:** peopleCare Communities Inc.

**Long Term Care Home and City:** peopleCare Meaford LTC, Meaford

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): January 7-9, 14-17, and 20, 2025.

The following intake(s) were inspected in this Critical Incident (CI) inspection:

- Intake #00129988 and intake #00130151 were related to infection prevention and control,
- Intake #00130465 and intake #00135376 were related to prevention of abuse and neglect; and
- Intake #00134074 was related to falls prevention and management.

The following intake(s) were inspected in this Follow-up inspection:

- Intake: #00127120 - Follow-up compliance order #001 - FLTCA, 2021 - s. 24 (1) related to prevention of abuse and neglect.

**Previously Issued Compliance Order(s)**

The following previously issued Compliance Order(s) were found to be in compliance:

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Order #001 from Inspection #2024-1122-0004 related to FLTCA, 2021, s. 24 (1)

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

Infection Prevention and Control  
Prevention of Abuse and Neglect  
Responsive Behaviours  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Prevention of Abuse and Neglect

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 7 of the Ontario Regulation 246/22 defines physical abuse as:

"(a) the use of physical force by anyone other than a resident that causes physical injury or pain,

(b) administering or withholding a drug for an inappropriate purpose, or

(c) the use of physical force by a resident that causes physical injury to another resident".

A resident had a physical altercation with another resident resulting in an injury.

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**Sources:** Clinical records, interviews with staff, and CI Report.