Ontario

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

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

Hamilton District
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Public Report

Report Issue Date: October 3, 2025
Inspection Number: 2025-1618-0004
Inspection Type: Critical Incident
Licensee: The Regional Municipality of Halton
Long Term Care Home and City: Creek Way Village, Burlington

INSPECTION SUMMARY

The inspection occurred onsite on the following date (s): October 1, 2, 3, 2025

The following intake (s) were inspected:
-Intake: #00158356 - [Critical Incident (CI): M623-000014-25] related to Resident Care and Support Services.

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

Resident Care and Support Services

INSPECTION RESULTS

WRITTEN NOTIFICATION: Right to be treated with respect

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: FLTCA, 2021, s. 3 (1) 2.
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:
2. Every resident has the right to have their lifestyle and choices respected.

The licensee has failed to ensure that a resident's right to their lifestyle and choices was fully respected as outlined in their plan of care regarding their rest and sleep pattern.

Sources: Critical Incident Report, care plan, and staff interview.

WRITTEN NOTIFICATION: Right to freedom from abuse and neglect

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: FLTCA, 2021, s. 3 (1) 5.
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:
5. Every resident has the right to freedom from neglect by the licensee and staff.

The licensee has failed to ensure that a resident's rights to freedom of neglect was fully respected as acknowledged by staff of the home when the resident's did not receive the required support on a specified date.

Sources: Critical Incident Report, and staff interview.