

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

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Original Public Report

Report Issue Date: October 18, 2023	
Inspection Number: 2023-1529-0005	
Inspection Type: Complaint	
Licensee: Board of Management for the District of Nipissing West	
Long Term Care Home and City: Au Chateau, Sturgeon Falls	
Lead Inspector Jennifer Lauricella (542)	Inspector Digital Signature
Additional Inspector(s) Amy Geauvreau (642)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 25, 26, 27, 28, 2023.

The following intake(s) were inspected:

- One intake, related to a complaint regarding the operation of the home and
- One intake, related to resident care concerns.

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

Resident Care and Support Services
Infection Prevention and Control
Reporting and Complaints
Restraints/Personal Assistance Services Devices (PASD) Management

INSPECTION RESULTS



**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

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.