

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

Public Report

Report Issue Date: November 25, 2025
Inspection Number: 2025-1529-0008
Inspection Type: Critical Incident Follow up
Licensee: Board of Management for the District of Nipissing West
Long Term Care Home and City: Au Chateau, Sturgeon Falls

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 17-21, 2025

The following intake(s) were inspected:

- ▢ Two intakes, related to residents' sustaining falls, resulting in injury;
- ▢ Intake, related to Follow-up for a compliance order (CO) regarding the skin and wound care program;
- ▢ Intake, regarding an incident of resident-to-resident abuse; and,
- ▢ Intake, related to an allegation of staff to resident abuse.

Previously Issued Compliance Order(s)

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

Order #002 from Inspection #2025-1529-0005 related to O. Reg. 246/22, s. 55 (2) (b).

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

- Skin and Wound Prevention and Management
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Falls Prevention and Management

INSPECTION RESULTS

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

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) 1.

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:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.

A staff member had been inappropriate when interacting with two residents on a number of occasions.

Sources: Critical Incident (CI) report; investigation notes; and interviews with a resident, direct care and registered staff, and the Director of Care (DOC).



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

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

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