

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: March 26, 2026

Inspection Number: 2026-1163-0002

Inspection Type:

Proactive Compliance Inspection

Licensee: Bay Haven Nursing Home Incorporated

Long Term Care Home and City: Bay Haven Nursing Home, Collingwood

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: March 19, 20, and 23 to 26, 2026.

The following intake was inspected:

-Intake #00172532: Proactive Compliance Inspection

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

Prevention of Abuse and Neglect
Recreational and Social Activities

INSPECTION RESULTS

WRITTEN NOTIFICATION: Recreation Program Evaluation

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

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Non-compliance with: O. Reg. 246/22, s. 34 (1) 3.

General requirements

s. 34 (1) Every licensee of a long-term care home shall ensure that the following is complied with in respect of each of the organized programs required under sections 11 to 20 of the Act and each of the interdisciplinary programs required under section 53 of this Regulation:

3. The program must be evaluated and updated at least annually in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices.

The home's recreation and social activities program was not evaluated and updated at least annually in accordance with evidence-based practices or, if there are none, in accordance with prevailing practices.

Sources: interview and email correspondence with the home's Manager of Recreation.

WRITTEN NOTIFICATION: Recreational and Social Activities

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

Non-compliance with: O. Reg. 246/22, s. 71 (2) (b)

Recreational and social activities program

s. 71 (2) Every licensee of a long-term care home shall ensure that the program includes,

(b) the development, implementation and communication to all residents and families of a schedule of recreation and social activities that are offered during days, evenings and weekends;

There were multiple instances where the home did not develop, implement, or

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communicate evening social activities.

Sources: the home's recreation and social activity calendars, and an interview with the Manager of Recreation.

WRITTEN NOTIFICATION: Recreational and Social Activities

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 71 (2) (c)

Recreational and social activities program

s. 71 (2) Every licensee of a long-term care home shall ensure that the program includes,

(c) recreation and social activities that include a range of indoor and outdoor recreation, leisure and outings that are of a frequency and type to benefit all residents of the home and reflect their interests;

The programs offered by the home did not include outings that benefitted all residents of the home. Some outings were not communicated with residents through the social activity calendar, due to transportation constraints, and only certain residents chosen by staff in the home were invited to go on each outing.

Sources: the home's recreation programs overview (2025), the home's social activity calendars, and interviews with the home's Manager of Recreation and a staff member.



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

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