

**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:** December 11, 2025

**Inspection Number:** 2025-1535-0006

**Inspection Type:**

Post-Occupancy

**Licensee:** The Board of Management for the District of Nipissing East

**Long Term Care Home and City:** Cassellholme, North Bay

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date: December 10, 2025

The following intake was inspected:

- One intake related to a post-occupancy inspection

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

Safe and Secure Home

**INSPECTION RESULTS****COMPLIANCE ORDER CO #001 Doors in a home**

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

**Non-compliance with: O. Reg. 246/22, s. 12 (1) 1. iii.**

Doors in a home

s. 12 (1) Every licensee of a long-term care home shall ensure that the following rules are complied with:

1. All doors leading to stairways and the outside of the home other than doors leading to secure outside areas that preclude exit by a resident, including balconies and terraces, or doors that residents do not have access to must be,
  - iii. equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and,

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- A. is connected to the resident-staff communication and response system, or
- B. is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door.

**The Inspector is ordering the licensee to prepare, submit and implement a plan to ensure compliance with [FLTCA, 2021, s. 155 (1) (b)]:**

The plan must include but is not limited to:

- a) Specify what actions the home is required to take to ensure that the main door leading to the outside of the home, will be connected to the resident-staff communication and response system or to the closest audio visual enunciator panel located at a nursing station; and
- b) Include the date the required actions are expected to be completed by.

Please submit the written plan for achieving compliance for inspection #2025-1575-0006 to the MLTC. Please ensure that the submitted written plan does not contain any PI/PHI.

**Grounds**

The audible alarm for the main exit door to an unsecured outdoor area was not connected to the resident-staff communication and response system or the audio-visual enunciator at the nearest nursing station.

During the inspection, staff tested the main exit door accessible to residents and confirmed it was not connected to the enunciator panel at the nursing station. In both tests, opening the door did not trigger any notifications through the home's communication and response system.

When the home did not ensure that the main exit door to an unsecured outdoor area was connected to the communication and response system or an enunciator system, staff were not alerted when the door was open and unlocked, creating a risk of resident elopement.

Sources: Observations; review of Pre-Occupancy Review Summary Report; and interviews with the Director of Support Services and Quality Assurance.

**This order must be complied with by February 6, 2026**



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**REVIEW/APPEAL INFORMATION**

**TAKE NOTICE** The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> floor  
Toronto, ON, M7A 1N3  
e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document



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If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

### Health Services Appeal and Review Board

Attention Registrar  
151 Bloor Street West, 9<sup>th</sup> Floor  
Toronto, ON, M5S 1S4

### Director

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> Floor  
Toronto, ON, M7A 1N3  
e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).



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