

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:** February 2, 2026

**Inspection Number:** 2026-1535-0001

**Inspection Type:**  
Complaint

**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(s): January 19, 20, 21, and 22, 2026.

The inspection occurred offsite on the following date(s): January 26, 2026.

The following intake(s) were inspected:

- One intake related to a complaint received by the Director related to options within the home.

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

Resident Care and Support Services  
Food, Nutrition and Hydration  
Safe and Secure Home

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Provision of Care

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

**Non-compliance with: FLTCA, 2021, s. 6 (9) 1.**

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

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During review of documentation, it was noted that the provision of care set out for multiple residents in their plan of care was not consistently documented.

**Sources:** Point of Care (POC) documentation for residents; and interviews with staff.

### **WRITTEN NOTIFICATION: Written Evaluation**

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

**Non-compliance with: O. Reg. 246/22, s. 34 (1) 4.**

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:

4. The licensee shall keep a written record relating to each evaluation under paragraph 3 that includes the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that those changes were implemented.

There was no written record kept relate to the evaluation of the nursing and personal support program that included the date of evaluation, the names of the persons who participated in the evaluation, or the date that those changes were implemented.

**Sources:** staffing plans provided by the home; and interviews with staff.

### **WRITTEN NOTIFICATION: Immediate Action for Water Temperatures**

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 96 (2) (h)**

Maintenance services

s. 96 (2) The licensee shall ensure that procedures are developed and implemented to ensure that,

(h) immediate action is taken to reduce the water temperature in the event that it exceeds 49 degrees Celsius.

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One a day in January, water temperature was recorded above 49 degrees. There was no evidence provided to suggest that immediate actions had been taken to decrease the water temperature.

**Sources:** Inspector observations; water temperature records; licensee policy; and interviews with staff.

### WRITTEN NOTIFICATION: Water Temperature Records

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 96 (2) (k)**

Maintenance services

s. 96 (2) The licensee shall ensure that procedures are developed and implemented to ensure that,

(k) if the home is not using a computerized system to monitor the water temperature, the water temperature is monitored once per shift in random locations where residents have access to hot water.

It was identified that there were missing water temperatures for specific periods of time in different areas of the building.

There was no water temperature monitoring taking place in the tub rooms prior to residents being bathed, as per the licensee's internal policy.

**Sources:** Air and Water Temperature records; licensee policy; and interviews with staff.

### COMPLIANCE ORDER CO #001 Bathing

NC #006 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

**Non-compliance with: O. Reg. 246/22, s. 37 (1)**

Bathing

s. 37 (1) Every licensee of a long-term care home shall ensure that each resident of the home is bathed, at a minimum, twice a week by the method of their choice and more frequently as determined by the resident's hygiene requirements, unless contraindicated by a medical condition.

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**The inspector is ordering the licensee to comply with a Compliance Order  
[FLTCA, 2021, s. 155 (1) (a)]:**

The licensee shall:

a) Complete a documented review of the process the home is using to identify and ensure that each resident is bathed as required, including any auditing tool in use and any actions taken in relation to these.

b) Develop a documented plan identifying how any corrective actions will be implemented including timelines for completion of all actionable items.

**Grounds**

Multiple residents did not receive two baths per week in January 2026.

One resident indicated that they had only received one bath in a specified period of time.

**Sources:** Care plans and Point of Care Documentation for residents; licensee policy; and interviews with residents and staff.

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

**COMPLIANCE ORDER CO #002 Maintenance services**

NC #007 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

**Non-compliance with: O. Reg. 246/22, s. 96 (2) (g)**

Maintenance services

s. 96 (2) The licensee shall ensure that procedures are developed and implemented to ensure that,

(g) the temperature of the water serving all bathtubs, showers, and hand basins used by residents does not exceed 49 degrees Celsius, and is controlled by a device, inaccessible to residents, that regulates the temperature.

**The inspector is ordering the licensee to comply with a Compliance Order  
[FLTCA, 2021, s. 155 (1) (a)]:**

a) Conduct a documented review of the home's process for ensuring that water temperatures are maintained at a minimum of 40 degrees, and do not exceed 49

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degrees. The review must include the process for monitoring water temperatures, documenting water temperatures, and implementing immediate corrective action when required.

b) Based on the outcome of the review, develop a plan to address any gaps or deficiencies that were identified.

### Grounds

During the inspection, hot water temperature readings were out of range, and above the 49 degree maximum.

**Sources:** Inspector observations; internal water temperature readings; licensee policy; and interviews with staff.

**This order must be complied with by** March 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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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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