

**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:** January 8, 2025

**Inspection Number:** 2025-1195-0001

**Inspection Type:**

Critical Incident

**Licensee:** Schlegel Villages Inc.

**Long Term Care Home and City:** Coleman Care Centre, Barrie

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 6 - 8, 2025.

The following intake(s) were inspected:

- Intake: #00129967, related to an injury with significant change in resident status that required transfer to the hospital.

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

Infection Prevention and Control  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Pain management

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

**Non-compliance with: O. Reg. 246/22, s. 57 (1) 4.**

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Pain management

s. 57 (1) The pain management program must, at a minimum, provide for the following:

4. Monitoring of residents' responses to, and the effectiveness of, the pain management strategies.

The licensee failed to comply with the home's pain management program when they failed to monitor a resident's responses to, and the effectiveness of pain management strategies that were newly implemented.

In accordance with O. Reg. 246/22 s. 11 (1)(b), the licensee is required to ensure that written policies for the pain management program were complied with.

Specifically, the home's pain management program stated that a pain assessment was to be conducted when pain medication was changed. A resident did not have any pain assessments or re-evaluation of their pain after their medication was changed.

**Sources:** Interview with Registered Practical Nurse, and Registered Nurse, review of the home's Pain Management Program Policy tab 04-48, a resident's electronic medication administration record, pain assessment history and progress notes.  
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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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