

Ministry of Long-Term Care

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

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Public Report

Report Issue Date: February 24, 2026

Inspection Number: 2026-1010-0001

Inspection Type:

Proactive Compliance Inspection

Licensee: ManorCare Partners II

Long Term Care Home and City: Friendly Manor Nursing Home, Deseronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 18, 19, 20, and 24, 2026

The following intake(s) were inspected:

Intake: #00170596 - Proactive compliance inspection.

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

Skin and Wound Prevention and Management

Medication Management

Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Infection prevention and control program

Ministry of Long-Term Care

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

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

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

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

On a specified date an RPN was observed by the inspector not donning eye protection prior to entering a residents room requiring additional contact and droplet precautions. It was confirmed during an interview with the IPAC Lead that eye protection in a room requiring additional contact and droplet precautions is required, and should have been worn.

During the same observation the inspector noted signage for additional contact precautions on a specified room. There was a secondary sign on the door that read "Stop, isolation". It was confirmed with a PSW and the IPAC Lead that this room required additional contact and droplet precautions, and that the incorrect signage was utilized.

Sources: Inspector observations; Interviews with RPN and IPAC Lead

WRITTEN NOTIFICATION: Drug destruction and disposal

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

Non-compliance with: O. Reg. 246/22, s. 148 (2) 2.

Drug destruction and disposal

s. 148 (2) The drug destruction and disposal policy must also provide for the following:

Ministry of Long-Term Care

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

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

2. That any controlled substance that is to be destroyed and disposed of shall be stored in a double-locked storage area within the home, separate from any controlled substance that is available for administration to a resident, until the destruction and disposal occurs.

On a specified date, the inspector observed that controlled substances that were to be destroyed and disposed of, were being stored in a single locked filing cabinet within the Administrators office. Interviews confirmed that when the Administrator is not in the building, controlled substances that were to be destroyed or disposed of are kept in the medication cart, not separate from the controlled substances available for administration to a resident.

During the inspection, the inspector observed the Administrators office unlocked and unsupervised. The keys to the filing cabinet were noted on top of the unit, with the cabinet being unlocked and accessible.

A review of the GeriatRX Discontinued Medication Orders Policy did not provide for directions that any controlled substance that is to be destroyed and disposed of shall be stored in a double-locked storage area within the home, separate from any controlled substance that is available for administration to a resident, until the destruction and disposal occurs.

Sources: Inspector observations; Discontinued Medication Orders Policy (May 2020); e-Correspondence with GeriatRX CEO; Interview with the administrator