

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: November 7, 2025
Inspection Number: 2025-1552-0006
Inspection Type: Critical Incident Follow up
Licensee: The Corporation of the City of Timmins
Long Term Care Home and City: Golden Manor, Timmins

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 3-6, 2025.

The following intake(s) were inspected:

- One Follow-up intake related to safe and secure home related to elevators;
- One Follow-up intake related to Prevention of Abuse and Neglect;
- One Follow-up intake related to Transferring and Positioning;
- One intake related to an Outbreak;
- Three intakes related to resident to resident physical abuse; and,
- One intake related to resident neglect.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2025-1552-0005 related to FLTCA, 2021, s. 5
Order #003 from Inspection #2025-1552-0005 related to FLTCA, 2021, s. 25 (1)
Order #002 from Inspection #2025-1552-0005 related to O. Reg. 246/22, s. 40

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

Resident Care and Support Services
Safe and Secure Home
Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: Contenance care and bowel management

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

Non-compliance with: O. Reg. 246/22, s. 56 (2) (g)

Contenance care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(g) residents who require continence care products have sufficient changes to remain clean, dry and comfortable; and

On a specified date, two residents who required continence care product change to remain clean, dry and comfortable were found with saturated continence care products.

Sources: Critical Incident report, resident observation; review of the home's policy titled, "Contenance Care and Bowel Management Program", with a reviewed and revised date on August 5, 2025, and interview with two residents, staff and the Acting DOC.

WRITTEN NOTIFICATION: Infection Prevention and Control Program

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

Non-compliance with: O. Reg. 246/22, s. 102 (9)

Infection prevention and control program

s. 102 (9) The licensee shall ensure that on every shift,

(a) symptoms indicating the presence of infection in residents are monitored in accordance with any standard or protocol issued by the Director under subsection (2); and

(b) the symptoms are recorded and that immediate action is taken to reduce transmission and isolate residents and place them in cohorts as required. O. Reg. 246/22, s. 102 (9).

Upon review of a resident's electronic medication administration record (EMAR) it

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showed that residents were being monitored daily for signs and symptoms of presence of infection during the outbreak. The IPAC lead confirmed that residents were not being monitored for signs and symptoms of infection on every shift.

Sources: Resident's EMAR, progress notes, and an interview with the IPAC lead.

WRITTEN NOTIFICATION: CMOH and MOH

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

Non-compliance with: O. Reg. 246/22, s. 272

CMOH and MOH

s. 272. Every licensee of a long-term care home shall ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act are followed in the home.

During an outbreak, which was multiple weeks in duration, there was one weekly Infection Prevention and Control (IPAC) audit completed.

Sources: IPAC Audits completed by the home, "Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings", Ministry of Health, Effective February 2025, and an interview with the IPAC Lead.



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

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