

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: November 19, 2025

Inspection Number: 2025-1433-0006

Inspection Type:

Critical Incident

Licensee: Grove Park Home for Senior Citizens

Long Term Care Home and City: Grove Park Home For Senior Citizens, Barrie

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 17 - 19, 2025.

The following intake(s) were inspected:

-Intake: #00155337, related to a concern with the residents bill of rights.

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

Residents' Rights and Choices

INSPECTION RESULTS

WRITTEN NOTIFICATION: Residents' Bill of Rights

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

Non-compliance with: FLTCA, 2021, s. 3 (1) 19. iv.

Residents' Bill of Rights

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s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

19. Every resident has the right to,

iv. have their personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.

When the home was completing a critical incident report (CI) for the Ministry of Long-Term Care, they entered a resident's personal information, including the resident's personal health information into an online internet application. As a result, a residents' personal health information was not kept confidential in accordance with the Personal Health Information Protection Act, 2004.

Sources: Critical incident report, the home's policy titled "Confidentiality Policy and Agreement for Staff/Volunteers/Contract Services", interview with the Director of Care and the home's Privacy Officer.