

**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:** September 29, 2025

**Inspection Number:** 2025-1154-0002

**Inspection Type:**

Proactive Compliance Inspection

**Licensee:** Gem Health Care Group Limited

**Long Term Care Home and City:** Groves Park Lodge, Renfrew

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): September 16 - 19, 22 - 26, and 29, 2025.

The following intake(s) were inspected:

-Intake 00157880 - Proactive Compliance Inspection (PCI)

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

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Residents' and Family Councils
- Food, Nutrition and Hydration
- Medication Management
- Infection Prevention and Control
- Safe and Secure Home
- Prevention of Abuse and Neglect
- Quality Improvement
- Staffing, Training and Care Standards

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Residents' Rights and Choices  
Pain Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Policy to Promote Zero Tolerance

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

**Non-compliance with: FLTCA, 2021, s. 25 (2) (c)**

Policy to promote zero tolerance

s. 25 (2) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents,

(c) shall provide for a program, that complies with the regulations, for preventing abuse and neglect;

The Licensee has failed to ensure that their Abuse and Neglect policy provided for a program, that complied with the regulations, for preventing abuse and neglect. Specifically, on two pages of their Abuse and Neglect policy, there was incorrect legislative references related to notification procedures.

Sources: Abuse and Neglect Policy, reviewed, August 2025; and interview with Administrator.

### WRITTEN NOTIFICATION: Policy to Promote Zero Tolerance

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

**Non-compliance with: FLTCA, 2021, s. 25 (2) (d)**

Policy to promote zero tolerance

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s. 25 (2) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents,

(d) shall contain an explanation of the duty under section 28 to make mandatory reports;

The Licensee has failed to ensure that their Abuse and Neglect policy contained an explanation of the duty under section 28 of the Fixing Long-Term Care Act (FLTCA), 2021 to make mandatory reports.

Sources: Abuse and Neglect Policy, reviewed, August 2025; and interview with Administrator.