

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée**

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

**Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**

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**Public Copy/Copie du rapport public**

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Aug 24, 2021	2021_779641_0025	011478-21, 011484-21	Complaint

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**Licensee/Titulaire de permis**

The Corporation of the County of Hastings  
235 Pinnacle Street P.O.Bag 4400 Belleville ON K8N 3A9

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**Long-Term Care Home/Foyer de soins de longue durée**

Hastings Centennial Manor  
1 Manor Lane P.O. Box 758 Bancroft ON K0L 1C0

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**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

CATHI KERR (641)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): August 4, 5, 6, 10, 2021.**

**This inspection was conducted in reference to intake logs #011484-21 and #011478-21, concerns related to Registered Nursing staffing in the home.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Assistant Director of Nursing-RN, the Assistant Director of Nursing-RPN, the Environmental Service Manager, Registered Nurses, Registered Practical Nurses, Personal Support Workers, and residents.**

**During this inspection the Inspector completed a tour of the home, observed residents' environments, the provision of care and services to residents, and policies and procedures related to Sufficient Staffing, Infection Prevention and Control, Heat Related Illnesses and Air Conditioning in the Home.**

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

**Infection Prevention and Control**

**Safe and Secure Home**

**Sufficient Staffing**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**Issued on this 24th day of August, 2021**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**