

**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

**Original Public Report**

<b>Report Issue Date:</b> January 15, 2024	
<b>Inspection Number:</b> 2024-1557-0001	
<b>Inspection Type:</b> Critical Incident	
<b>Licensee:</b> The Corporation of the County of Hastings	
<b>Long Term Care Home and City:</b> Hastings Centennial Manor, Bancroft	
<b>Lead Inspector</b> Cathi Kerr (641)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): January 5, 8, 9, 10, 11, 12, 2024

The following intake(s) were inspected:

- Intake: #00095098 - M537-000017-23 Acute Respiratory Infection Outbreak in the home.
- Intake: #00096665 - M537-000020-23 Fall of a resident resulting in an injury.
- Intake: #00099763 - M537-000023-23 Injury to resident of unknown etiology.
- Intake: #00099961 - M537-000021-23 Staff to resident alleged verbal/emotional abuse.
- Intake: #00100021 - M537-000024-23 Injury to resident of unknown etiology.

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- Intake: #00100276 - M537-000025-23 Resident aggressive responsive behaviours to a visitor.
- Intake: #00100643 - M537-000026-23 Visitor to resident alleged emotional and financial abuse.

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

Infection Prevention and Control  
Prevention of Abuse and Neglect  
Responsive Behaviours  
Falls Prevention and Management

## INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.