

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 12, 2025
Inspection Number: 2025-1557-0004
Inspection Type: Complaint Critical Incident
Licensee: The Corporation of the County of Hastings
Long Term Care Home and City: Hastings Centennial Manor, Bancroft

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 8-11, 2025

The following intake(s) were inspected:

- Intake: #00155623 - CI # M537-000027-25/M537-000032-25- Alleged resident to resident abuse resulting in injury.
- Intake: #00155852 - CI #M537-000032-25: Complaint received to the Long Term Care Home (LTCH) in relation to resident care.
- Intake: #00155986 - CI #M537-000033-25; Intake: #00156036 - CI #M537-000034-2; and Intake: #00156120 - CI #M537-000036-25- Fall of residents resulting in injury.
- Intake: #00157017 - Complaint with concerns of resident care.

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

Resident Care and Support Services
Reporting and Complaints
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Policy to promote zero tolerance

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

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Non-compliance with: FLTCA, 2021, s. 25 (1)

Policy to promote zero tolerance

s. 25 (1) Without in any way restricting the generality of the duty provided for in section 24, every licensee shall ensure that there is in place a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with.

The licensee has failed to comply with the home's zero tolerance of abuse and neglect policy related to conducting the appropriate physical assessment of a specific resident.

Specifically, the staff did not comply with the licensee's Zero Tolerance of Abuse and Neglect Program, #F-20, last revised June 26, 2023, when they did not conduct the appropriate physical assessments. Specifically, a head injury routine (HIR), was not initiated on the resident after a physical altercation with another resident.

Sources: Review of resident's health care record, Zero Tolerance of Abuse and Neglect Program, #F-20, last revised June 26, 2023; Head Injury protocol #H-100, last revised Sept 15, 2017; Falls prevention and management Program #H-10, last revised July 7, 2022; and interviews with staff.



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

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