

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: October 10, 2025

Inspection Number: 2025-1557-0005

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): October 7, 8, 9, 10, 2025

The following intake(s) were inspected:

- Intake: #00157937 -CIR #M537-000041-25 - Complaint received by the Long-Term Care Home in relation to resident care.
- Intake: #00158001 - CIR #M537-000042-25 - Fall of a resident resulting in injury.
- Intake: #00159063 - Complaint with concerns related to resident care.

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

Resident Care and Support Services
Prevention of Abuse and Neglect
Reporting and Complaints
Falls Prevention and Management

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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.