

**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**

<b>Report Issue Date:</b> May 13, 2026
<b>Inspection Number:</b> 2026-1557-0002
<b>Inspection Type:</b> Complaint Critical Incident
<b>Licensee:</b> The Corporation of the County of Hastings
<b>Long Term Care Home and City:</b> Hastings Centennial Manor, Bancroft

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): May 5, 6, 7, 8, 12, 13, 2026

The following intake(s) were inspected:

- Intake: #00170512, #00172715, #00176496 - CIR #M537-000007-26, #M537-000010-26, and #M537-000015-26 -related to residents having fallen resulting in injury.
- Intake: #00172285 - CIR #M537-000009-26 - Rt to rt alleged physical abuse.
- Intake: #00177703 - a complaint with concerns regarding housekeeping and laundry.

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

- Housekeeping, Laundry and Maintenance Services
- Prevention of Abuse and Neglect
- 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.