

**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:** March 6, 2025

**Inspection Number:** 2025-1558-0002

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** The Corporation of the County of Hastings

**Long Term Care Home and City:** Hastings Manor Home for the Aged, Belleville

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 25, 26, 27, 2025 and March 3, 4, 5, 6, 2025

The following intake(s) were inspected:

- Intake: #00137533 and Intake: #00140960- CIR #M538-000002-25 and # M538-000011-25 - related to resident falls resulting in an injury.
- Intake: #00137947 - M538-000005-25- Alleged neglect of a resident.
- Intake: #00139815 -A complaint regarding resident care concerns.
- Intake: #00140889 and Intake: #00141462 - A complaint with concerns regarding a fall of resident.
- Intake: #00141386 - A complaint regarding dietary concerns of a resident.

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

Continence Care  
Food, Nutrition and Hydration  
Infection Prevention and Control  
Prevention of Abuse and Neglect  
Falls Prevention and Management

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Dietary Services and Hydration

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

**Non-compliance with: FLTCA, 2021, s. 15 (1) (a)**

Dietary services and hydration

s. 15 (1) Every licensee of a long-term care home shall ensure that there is,  
(a) an organized program of nutritional care and dietary services for the home to meet the daily nutrition needs of the residents; and

The licensee has failed to comply with the home's nutritional care and dietary services policy related to a resident's food allergies.

In accordance with O. Reg 246/22 s. 11 (1) b, the licensee is required to ensure that written policies and protocols were developed for the nutritional care and dietary services and ensure they were complied with.

Specifically, staff did not comply with the licensee's policy #C-60: Managing Food Allergies and Intolerances, last revised July 7, 2022, when a resident was given a food item they were identified as being allergic to.

**Source:** Resident's plan of care, policies #C-60, Managing Food Allergies and Intolerances, last revised July 7, 2025 and #F85, Table Services, last revised July 12, 2022, interviews with the Dietary Manager and ADOC.

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

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