

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: September 29, 2025

Inspection Number: 2025-1401-0003

Inspection Type:

Complaint

Licensee: Steeves & Rozema Enterprises Limited

Long Term Care Home and City: Lanark Heights Long Term Care Centre,
Kitchener

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 17, 18, 22-26, 29, 2025

The inspection occurred offsite on the following date(s): September 26, 2025

The following intake(s) were inspected:

- Intake: #00154783 - Related to complaint of licensee sending lack of supplies and medication for resident leave of absence
- Intake: #00155079 - Related to Complaint of retaliation by Long-Term Care Home
- Intake: #00156173 - Related to Allegation of abuse and improper/ incompetent care

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

Resident Care and Support Services
Medication Management

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Whistle-blowing Protection and Retaliation

INSPECTION RESULTS

WRITTEN NOTIFICATION: Sending of drugs with a resident

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

Non-compliance with: O. Reg. 246/22, s. 137

Sending of drugs with a resident

s. 137. Every licensee of a long-term care home shall ensure that a policy is developed and approved by the Director of Nursing and Personal Care and the pharmacy service provider and, where appropriate, the Medical Director, to govern the sending of a drug that has been prescribed for a resident with them when they leave the home on a temporary basis or are discharged.

The Licensee failed to provide the necessary medications to a resident when they went for leave from the home.

In accordance with O. Reg 246/22, s. 11 (1) (b), the licensee was required to ensure that written policies developed for the Sending of drugs with a resident, were complied with. Specifically, the home did not comply with the policy, Leaves of Absence, when they did not send the necessary medication with the resident when they went on leave from the home.

Sources: Complaint submission, Resident Clinical record, Interview with staff.