

**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 27, 2025

**Inspection Number:** 2025-1565-0007

**Inspection Type:**  
Complaint

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

**Long Term Care Home and City:** Lanark Lodge, Perth

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 20-25, 2025.

The following intakes were completed in this complaint inspection:

Intake #00156892 was related to the allegations of neglect, verbal and financial abuse.

Intake: #00160362 was related to concerns regarding the fall's prevention and management program

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

- Food, Nutrition and Hydration
- Prevention of Abuse and Neglect
- Reporting and Complaints
- Pain Management
- Falls Prevention and Management

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Reporting and Complaints

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

**Non-compliance with: O. Reg. 246/22, s. 108 (1) 1.**

Dealing with complaints

s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm including, but not limited to, physical harm, to one or more residents, the investigation shall be commenced immediately.

The licensee has failed to provide a specific resident with a response within 10 business days that complies with paragraph 3 to a verbal complaint they submitted on a specific date.

Sources: Interview with the resident, Associated Director of Care (ADOC), resident's progress notes