

**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:** September 25, 2025

**Inspection Number:** 2025-1571-0005

**Inspection Type:**

Complaint  
Follow up

**Licensee:** The Corporation of the County of Prince Edward

**Long Term Care Home and City:** H.J. McFarland Memorial Home, Picton

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 19, 22 - 25, 2025

The following intake(s) were inspected:

- Intake: #00154826 - Follow-up #: 1 - O. Reg. 246/22 - s. 53 (1) 2 - CDD  
September 15, 2025

- Intake: #00154827 - Follow-up #: 1 - O. Reg. 246/22 - s. 140 (2) - CDD  
September 15, 2025

- Intake: #00157525 - PC-2025-0002631 - Complaint related to a resident's wound.

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2025-1571-0004 related to O. Reg. 246/22, s. 53 (1) 2.

**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

Order #002 from Inspection #2025-1571-0004 related to O. Reg. 246/22, s. 140 (2)

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

Skin and Wound Prevention and Management  
Medication Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Complaints procedure — licensee

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

**Non-compliance with: FLTCA, 2021, s. 26 (1) (a)**

Complaints procedure — licensee

s. 26 (1) Every licensee of a long-term care home shall,

(a) ensure that there are written procedures that comply with the regulations for initiating complaints to the licensee and for how the licensee deals with complaints;

The licensee has failed to ensure that their written Resident and Family Complaints/Concerns policy, that sets out procedures on how the home deals with complaints was complied with.

In accordance with O. Reg 246/22, s. 11 (1) (b), where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any procedure, the licensee is required to ensure that the procedure is complied with.

Specifically, the home received a complaint on a specified date in September 2025,

**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

concerning the specified care of a resident. The home's Resident and Family Complaints/Concerns Policy states "It is the policy of the HJ. McFarland Memorial Home to: Document and keep a record of all complaints received in a Record of Complaint Binder, Record all verbal and written complaints regarding the care of a resident or the operation of the home". Upon review of the home's Record of Complaint Binder there is no record of this complaint. Administrator confirmed that home did not document and keep a record of this complaint in the Record of Complaint Binder.

**Sources:** The home's Resident and Family Complaints/Concerns Policy, a review of the home's Record of Complaint Binder and interview with the Administrator.