

**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:** April 24, 2025

**Inspection Number:** 2025-1517-0002

**Inspection Type:**

Complaint

**Licensee:** North Renfrew Long-Term Care Services Inc.

**Long Term Care Home and City:** North Renfrew Long-Term Care Services, Deep River

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 23, 24, 2025

The following intake(s) were inspected:

- Intake: #00141769 - Complainant with concerns regarding staffing, the homes website and emergency preparedness plan.

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

Safe and Secure Home  
Staffing, Training and Care Standards  
Reporting and Complaints

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Website

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

**Non-compliance with: O. Reg. 246/22, s. 271 (1) (c) (i)**

Website

s. 271 (1) Every licensee of a long-term care home shall ensure that they have a website that is open to the public and includes at a minimum,  
(c) direct contact information, including a telephone number and email address that are monitored regularly for,  
(i) the licensee or a senior officer of the licensee or, in the case of a municipal home or a First Nations home approved under Part IX of the Act, a person who is on the committee of management,

The licensee has failed to ensure that the homes website includes up to date information on who the licensee of the home is. Specifically, the last posted information of board members was from 2021-2022 and the board chair is not current; and they are the licensee of the home.

Sources: Homes website: <http://nrltc.ca> and interview with the DOC/Acting Administrator.

## WRITTEN NOTIFICATION: Website

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 271 (1) (d)**

Website

s. 271 (1) Every licensee of a long-term care home shall ensure that they have a website that is open to the public and includes at a minimum,  
(d) the Ministry's toll-free telephone number for making complaints about homes;

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The licensee has failed to ensure that the homes website includes information on the Ministry's toll-free number for making complaints about the home.

Sources: Homes website: <http://nrltc.ca> and interview with the DOC/Acting Administrator.

## WRITTEN NOTIFICATION: Website

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 271 (1) (e)**

Website

s. 271 (1) Every licensee of a long-term care home shall ensure that they have a website that is open to the public and includes at a minimum,  
(e) the current report required under subsection 168 (1);

The licensee has failed to ensure that the homes website includes information on the current CQI report (Continuous Quality Improvement).

Sources: Homes website: <http://nrltc.ca> and interview with the DOC/Acting Administrator.

## WRITTEN NOTIFICATION: Website

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 271 (1) (g)**

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Website

s. 271 (1) Every licensee of a long-term care home shall ensure that they have a website that is open to the public and includes at a minimum,  
(g) the current version of the visitor policy made under section 267; and

The licensee has failed to ensure that the homes website includes information on the homes visitor policy.

Sources: Homes website: <http://nrltc.ca> and interview with the DOC/Acting Administrator.