

**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:** December 22, 2025

**Inspection Number:** 2025-1517-0004

**Inspection Type:**

Proactive Compliance Inspection

**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): December 9, 11, 15, 16, 22, 2025

The following intake(s) were inspected:

Intake: #00164382 -Pro-active compliance inspection.

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

- Contenance Care
- Food, Nutrition and Hydration
- Infection Prevention and Control

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Contenance Care and Bowel Managment

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

**Non-compliance with: O. Reg. 246/22, s. 56 (1) 5.**

Continence care and bowel management

s. 56 (1) The continence care and bowel management program must, at a minimum, provide for the following:

5. Annual evaluation of residents' satisfaction with the range of continence care products in consultation with residents, substitute decision-makers and direct care staff, with the evaluation being taken into account by the licensee when making purchasing decisions, including when vendor contracts are negotiated or renegotiated.

On a day in December, 2025, during an interview with a staff member, they confirmed that resident input related to the evaluation of the continence program and products was not considered.

Sources: Interview with a staff member.

## **WRITTEN NOTIFICATION: Dining and Snack Service**

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

**Non-compliance with: O. Reg. 246/22, s. 79 (1) 5.**

Dining and snack service

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

5. Food and fluids being served at a temperature that is both safe and palatable to the residents.

On a day in December, 2025 during a record review, food temperature checks were not documented on several days in November and December, 2025. During an

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interview with staff, they confirmed that food temperature checks are required to be taken and documented in the temperature log book prior to each meal. During a review of the Food Temperature Point of Service Policy, it confirmed that staff are required to take food temperature checks prior to each meal service and document it on the food temperature audit sheet.

Sources: Interview with staff, Food Temperature Point of Service Policy and record review of the temperature log books.

## **WRITTEN NOTIFICATION: Continence Care and Bowel Management**

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

**Non-compliance with: O. Reg. 246/22, s. 261 (1) 3.**

Additional training — direct care staff

s. 261 (1) For the purposes of paragraph 6 of subsection 82 (7) of the Act, the following are other areas in which training shall be provided to all staff who provide direct care to residents:

3. Continence care and bowel management.

During an interview with a staff member, they confirmed that direct care staff does not have education completed related to continence care and bowel management.

Sources: Interview with staff and education record review.