

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: February 23, 2026

Inspection Number: 2026-1286-0002

Inspection Type:
Complaint

Licensee: Land O'Lakes Community Services

Long Term Care Home and City: Pine Meadow Nursing Home, Northbrook

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 18-20, 23, 2026

The following intake(s) were inspected:

- Intake: #00169587, #00169622, #00170462, #00170484, #00170598 -
Complaints related to the state of repair of the home

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

Housekeeping, Laundry and Maintenance Services

INSPECTION RESULTS

WRITTEN NOTIFICATION: Specific duties re cleanliness and repair

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

Non-compliance with: FLTCA, 2021, s. 19 (2) (c)

Accommodation services

s. 19 (2) Every licensee of a long-term care home shall ensure that,

(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

During Inspector observations of the home on two days in February, 2026, multiple resident areas were not observed to be in a good state of repair.

Water damage was observed in three resident rooms: around the window, on the curtains, and on the ceiling. Blankets were observed to be against windowsills and on the floor. Two ceiling tiles were missing in the Teal wing hallway, with a bucket and blankets against the door leading to the outside. Paint was peeling at the corner of the wall in the Rose wing hallway by the nursing station. Interviews confirmed water has been leaking from the windows and ceiling, and the roof needs to be repaired.

Sources: Inspector's observations on Rose and Teal wing, and interviews with the Maintenance Supervisor and Administrator.