

Ministry of Long-Term Care  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

Central East District  
33 King Street West, 4th Floor  
Oshawa, ON, L1H 1A1  
Telephone: (844) 231-5702

## Public Report

**Report Issue Date:** August 15, 2025

**Inspection Number:** 2025-1227-0005

**Inspection Type:**

Follow up

**Licensee:** Medlaw Corporation Limited

**Long Term Care Home and City:** Pinecrest Nursing Home (Bobcaygeon),  
Bobcaygeon

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 6 - 8, 12 - 15, 2025

The inspection occurred offsite on the following date(s): August 11, 2025

The following intake(s) were inspected:

- Follow-up #: 1 – Compliance Order (CO) #002, FLTCA, 2021 - s. 36 (5) Use of PASD, Inspection #2025-1227-0003, Compliance Due Date (CDD): August 1, 2025
- Follow-up #: 1 -CO #003, O. Reg. 246/22 - s. 24 (1) Air temperature, Inspection #2025-1227-0003, CDD: August 1, 2025
- Follow-up #: 1 -CO #004, O. Reg. 246/22 - s. 24 (3) Air temperature, Inspection #2025-1227-0003, CDD: August 1, 2025
- Follow-up #: 1 -CO #005 O. Reg. 246/22 - s. 26 Compliance with manufacturers' instructions, Inspection #2025-1227-0003, CDD: August 1, 2025
- Follow-up #:1 -CO #006, O. Reg. 246/22 - s. 55 (2) (b) (i) Skin and wound care, Inspection #2025-1227-0003, CDD: August 1, 2025
- Follow-up #: 1 - CO #007, O. Reg. 246/22 - s. 55 (2) (b) (iv) Skin and wound care, Inspection #2025-1227-0003, CDD: August 1, 2025
- Follow-up #: 1 -CO #008, O. Reg. 246/22 - s. 55 (2) (d) Skin and wound care, Inspection #2025-1227-0003, CDD: August 1, 2025
- Follow-up #: 1 -CO #009, O. Reg. 246/22 - s. 78 (3) (b) Food production, Inspection #2025-1227-0003, CDD: August 1, 2025
- Follow-up #: 1 -CO #010, O. Reg. 246/22 - s. 78 (6) (b) Food production, Inspection #2025-1227-0003, CDD: August 1, 2025
- Follow-up #: 1 -CO #011, O. Reg. 246/22 - s. 96 (2) (g), Maintenance services, Inspection #2025-1227-0003, CDD: August 1, 2025

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- Follow-up #: 1 -CO #012, O. Reg. 246/22 - s. 96 (2) (h) Maintenance services, Inspection #2025-1227-0003, CDD: August 1, 2025
- Follow-up #: 1 -CO #014 -O. Reg. 246/22 - s. 148 (2) 1. Drug destruction and disposal, Inspection #2025-1227-0003, CDD: August 1, 2025

## Previously Issued Compliance Order(s)

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

- Order #010 from Inspection #2025-1227-0003 related to O. Reg. 246/22, s. 78 (6) (b)
- Order #003 from Inspection #2025-1227-0003 related to O. Reg. 246/22, s. 24 (1)
- Order #004 from Inspection #2025-1227-0003 related to O. Reg. 246/22, s. 24 (3)
- Order #011 from Inspection #2025-1227-0003 related to O. Reg. 246/22, s. 96 (2) (g)
- Order #012 from Inspection #2025-1227-0003 related to O. Reg. 246/22, s. 96 (2) (h)
- Order #002 from Inspection #2025-1227-0003 related to FLTCA, 2021, s. 36 (5)
- Order #006 from Inspection #2025-1227-0003 related to O. Reg. 246/22, s. 55 (2) (b) (i)
- Order #007 from Inspection #2025-1227-0003 related to O. Reg. 246/22, s. 55 (2) (b)(iv)
- Order #005 from Inspection #2025-1227-0003 related to O. Reg. 246/22, s. 26
- Order #014 from Inspection #2025-1227-0003 related to O. Reg. 246/22, s. 148 (2) 1.
- Order #008 from Inspection #2025-1227-0003 related to O. Reg. 246/22, s. 55 (2) (d)

The following previously issued Compliance Order(s) were found **NOT** to be in compliance:

- Order #009 from Inspection #2025-1227-0003 related to O. Reg. 246/22, s. 78 (3) (b)

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

- Skin and Wound Prevention and Management
- Food, Nutrition and Hydration
- Medication Management
- Safe and Secure Home

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Licensee must comply

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

### Non-compliance with: FLTCA, 2021, s. 104 (4)

Conditions of licence

s. 104 (4) Every licensee shall comply with the conditions to which the licence is subject.

The licensee failed to comply with Conditions #3 and #4 of Compliance Order (CO) #009, issued under Inspection #2025\_1227\_0003, pursuant to the *Ontario Regulations 246/22*, section 78(3). The Compliance Due Date (CDD) for the order was August 1, 2025.

A review of records revealed that several required food temperatures were not documented during meal services. There were also no records indicating that temperatures of nourishment food and drink items were taken. Documentation sheets showed instances where temperatures were noted as being outside the safe range, yet no corrective actions were recorded.

Furthermore, there was no information to demonstrate that the Food Services Supervisor or a designated manager reviewed the food and fluid temperature records to ensure compliance. There was also no documentation confirming that any deficiencies identified during the review were addressed through re-education or re-training of dietary staff.

**Sources:** Review of Inspection #2025\_1227\_0003, record review of compliance order documents, and interview with Food Service Supervisor.

**An Administrative Monetary Penalty (AMP) is being issued on this written notification AMP #001**

## NOTICE OF ADMINISTRATIVE MONETARY PENALTY (AMP)

The Licensee has failed to comply with FLTCA, 2021

**Notice of Administrative Monetary Penalty AMP #001**

**Related to Written Notification NC #001**

Pursuant to section 158 of the Fixing Long-Term Care Act, 2021, the licensee is

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required to pay an administrative penalty of \$1100.00, to be paid within 30 days from the date of the invoice.

In accordance with s. 349 (6) and (7) of O. Reg. 246/22, this administrative penalty is being issued for the licensee's failure to comply with an order under s. 155 of the Act.

**Compliance History:**

The licensee has been issued FLTCA, 2021 s. 104 (4) in the last 36 months.

This is the first AMP that has been issued to the licensee for failing to comply with this requirement.

Invoice with payment information will be provided under a separate mailing after service of this notice.

Licensees must not pay an AMP from a resident-care funding envelope provided by the Ministry [i.e., Nursing and Personal Care (NPC); Program and Support Services (PSS); and Raw Food (RF)]. By submitting a payment to the Minister of Finance, the licensee is attesting to using funds outside a resident-care funding envelope to pay the AMP.



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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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