

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

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Public Report

Report Issue Date: March 5, 2026

Inspection Number: 2026-1575-0001

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: The District Municipality of Muskoka

Long Term Care Home and City: The Pines, Bracebridge

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 2-5, 2026.

The following intake(s) were inspected:

- Two intakes related to alleged neglect of residents;
- Order #001 from inspection 2025-1575-0007 related to O. Reg. 246/22 - s. 102 (11) (a).

Previously Issued Compliance Order(s)

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

Order #001 from Inspection #2025-1575-0007 related to O. Reg. 246/22, s. 102 (11) (a).

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

Resident Care and Support Services
Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

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Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

Non-compliance with: FLTCA, 2021, s. 6 (10) (c)

Plan of care

s. 6 (10) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time when,
(c) care set out in the plan has not been effective.

A change was made to a resident's care however, their care plan was not updated to reflect the change.

On March 4, 2026, the resident's care plan was updated.

Sources: Health records for the resident; and interviews staff.

Date Remedy Implemented: March 4, 2026.

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (1) (c)

Plan of care

s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,
(c) clear directions to staff and others who provide direct care to the resident.

A resident's plan of care did not identify an intervention that was to be implemented for a resident.

Sources: Health records for the resident, the home's investigation file; and interviews with staff.

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WRITTEN NOTIFICATION: Documentation

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 1.

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

A) A resident had not been receiving an element of their care needs on a regular basis. Documentation did not reflect the missed care or identify why it was not being completed.

Sources: Health records for the resident; and, interviews with staff.

B) A resident did not receive care for an identified time period. Documentation did not reflect the missed care or identify why the care was not being completed.

Sources: Health records for the resident; and, interview with staff.

WRITTEN NOTIFICATION: Duty to protect

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

A resident was not provided care over an identified time period. It was not ensured that the resident's care needs were monitored during the identified time frame, or that their care needs were met.

Sources: Health records for the resident, the home's investigation file, the home's policy; and interviews with staff.



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

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