

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: March 11, 2026

Inspection Number: 2026-1148-0001

Inspection Type:
Complaint

Licensee: Sherwood Park Manor

Long Term Care Home and City: Sherwood Park Manor, Brockville

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 4, 5, 9, 10, 2026

The following intake(s) were inspected:

- Intake: #00171121 was a complaint with concerns regarding resident care and support services, meals and snacks, responsive behaviours and short staffing.

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

Resident Care and Support Services
Food, Nutrition and Hydration
Responsive Behaviours
Staffing, Training and Care Standards

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Plan of care.

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

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

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,

(a) the planned care for the resident;

The licensee did not ensure that there was a written plan of care that sets out the planned care for a resident. Specifically, the written strategies for assistance with bathing and eating did not include the responsive behaviour techniques and interventions used by staff.

Sources: a resident's care plan and progress notes, pointclickcare (PCC) dashboard, and interviews with staff.

WRITTEN NOTIFICATION: Nutritional care and hydration programs.

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

Non-compliance with: O. Reg. 246/22, s. 74 (2) (e) (i)

Nutritional care and hydration programs

s. 74 (2) Every licensee of a long-term care home shall ensure that the programs include,

(e) a weight monitoring system to measure and record with respect to each resident,

(i) weight on admission and monthly thereafter, and

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A resident was admitted during the year of 2025, identified at high nutrition risk, and their weight was not measured or recorded on admission.

Sources: a resident's weight and progress notes.



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

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