

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: July 11, 2025

Inspection Number: 2025-1507-0006

Inspection Type:

Critical Incident

Licensee: The Religious Hospitallers of St. Joseph of Cornwall, Ontario

Long Term Care Home and City: St. Joseph's Continuing Care Centre, Cornwall

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 2, 3, 4, 7, 8, 9, 2025

The following intake(s) were inspected:

- Intake: #00148695 (CIS #3012-000046-25) related to alleged abuse of a resident by a staff member.
- Intake: #00148835 (CIS #3012-000047-25) related to alleged neglect of resident by a staff member.
- Intake: #00150485 (CIS #3012-000053-25) related to a fall of a resident resulting in injury.
- Intake: #00150661 (CIS #3012-000055-25) related to missing of a resident.

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

Skin and Wound Prevention and Management
Safe and Secure Home
Prevention of Abuse and Neglect
Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: safe and secure environment

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

Non-compliance with: FLTCA, 2021, s. 5

Home to be safe, secure environment

s. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents.

The licensee has failed to ensure that the home provided a safe and secure environment for a resident, who eloped for an extended period without staff knowing their whereabouts. The home investigation indicated that the wandering resident alert bracelet did not trigger the alarm when the resident exited the home.

Sources: Home's investigation notes, The home's policy titled Wandering Resident Alert Bracelet, progress notes, electronic medication administration record (eMAR), plan of care. Interviews with staff members.