

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 12, 2026

Inspection Number: 2026-1584-0001

Inspection Type:

Complaint
Critical Incident

Licensee: The Corporations of the United Counties of Leeds and Grenville, the City of Brockville, the Town of Gananoque and the Town of Prescott

Long Term Care Home and City: St. Lawrence Lodge, Brockville

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 4, 5, 9, 10, 12, 2026

The following intake(s) were inspected:

- Intake: #00166499-M576-000199-25-Fall of a resident resulting in an injury and transfer to hospital.
- Intake: #00169152-Complaint regarding care of a resident.

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

Prevention of Abuse and Neglect
Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Reporting Certain Matters to Director

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

Non-compliance with: FLTCA, 2021, s. 28 (1) 2.

Reporting certain matters to Director

s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

An allegation of neglect of a resident received by the Assistant Director of Care (ADOC) in January 2026 was not immediately reported to the Director.

Sources: Resident's record review and an interview with the ADOC.

WRITTEN NOTIFICATION: Medication Management System

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

Non-compliance with: O. Reg. 246/22, s. 123 (2)

Medication management system

s. 123 (2) The licensee shall ensure that written policies and protocols are developed for the medication management system to ensure the accurate acquisition, dispensing, receipt, storage, administration, and destruction and disposal of all drugs used in the home.

A written order for a medication for a resident was not processed as per the home's Medication Management Policy entitled Policies and Procedures: Manual for Medisystem Serviced Homes dated October 2025. The order was not on the

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Medication Administration Record (MAR) for January 2026, in Point Click Care (PCC) under orders or on the Order Summary Report that was signed by the physician in December 2025. During an interview with the Assistant Director of Care (ADOC), it was confirmed that the order for the resident had not been processed as per the home's Medication Management Policy.

Sources: Resident's record review, Medication Management Policy entitled Policies and Procedures: Manual for Medisystem Serviced Homes dated October 2025 and an interview with the ADOC.