

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

London District  
130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

## Public Report

**Report Issue Date:** December 9, 2025

**Inspection Number:** 2025-1031-0003

**Inspection Type:**  
Critical Incident

**Licensee:** Arch Long Term Care LP by its General Partner, Arch Long Term Care MGP, by its partners, Arch Long Term Care GP Inc. and Arch Capital Management Corporation

**Long Term Care Home and City:** Tilbury Manor Nursing Home, Tilbury

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 3, 5, 8, 2025

The inspection occurred offsite on the following date(s): December 4, 9, 2025

The following intake(s) were inspected:

- Intake: #00160251 - Critical Incident System report #1064-000014-25 related to missing controlled substances.

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

Medication Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Medication Management System

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

**Non-compliance with: O. Reg. 246/22, s. 123 (3) (a)**

Medication management system

s. 123 (3) The written policies and protocols must be,

(a) developed, implemented, evaluated and updated in accordance with evidence-

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based practices and, if there are none, in accordance with prevailing practices; and

The home's Emergency Drug Electronic Box (eBox) policy states the keys to access the eBox are securely stored with limited access, monitored by the Director of Care (DOC).

During an interview with the DOC #101 they acknowledged that the home is unable to locate the key for the eBox. During an interview with the Assistant Director of Care (ADOC) #110 they shared that they were aware of the location of the key being changed sometime in early 2024 but are unable to speak to it's location at this time.

Sources: The homes eBox policy, interview with the DOC #101 and the ADOC #110.



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

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