

**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:** September 29, 2025

**Inspection Number:** 2025-1065-0004

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** Trent Valley Lodge Limited

**Long Term Care Home and City:** Trent Valley Lodge, Trenton

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): September 22-26, and 29, 2025

The following intake(s) were inspected:

- Intake: #00155233 was related to alleged physical abuse to resident by resident.
- Intake: #00155734 was related to an unexpected death of resident.
- Intake: #00157282 was related to a complaint related to care of resident.

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

Resident Care and Support Services  
Infection Prevention and Control  
Prevention of Abuse and Neglect  
Responsive Behaviours  
Falls Prevention and Management

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Plan of care-staff and others to be kept aware.

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

**Non-compliance with: FLTCA, 2021, s. 6 (8)**

Plan of care

s. 6 (8) The licensee shall ensure that the staff and others who provide direct care to a resident are kept aware of the contents of the resident's plan of care and have convenient and immediate access to it.

The licensee has failed to ensure that a staff member and others who provide direct care to a resident were kept aware of the contents of the resident's plan of care and had convenient and immediate access to it.

**Sources:** record review of resident's chart and interview with staff member.

### WRITTEN NOTIFICATION: Complaint procedure-licensee

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

**Non-compliance with: FLTCA, 2021, s. 26 (1) (c)**

Complaints procedure — licensee

s. 26 (1) Every licensee of a long-term care home shall,

(c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the

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format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

The licensee has failed to immediately forward to the Director a written complaint that they received during the month of September 2025 concerning the care of a resident, in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

**Sources:** record review of the licensee's complaint form; and interview with staff member.

**WRITTEN NOTIFICATION: Responsive behaviours.**

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

**Non-compliance with: O. Reg. 246/22, s. 58 (1) 2.**

Responsive behaviours

s. 58 (1) Every licensee of a long-term care home shall ensure that the following are developed to meet the needs of residents with responsive behaviours:

2. Written strategies, including techniques and interventions, to prevent, minimize or respond to the responsive behaviours.

The licensee has failed to ensure that there were written strategies, including techniques and interventions, to prevent, minimize or respond to the responsive behaviours of a resident.

**Sources:** record review of resident's written plan of care; and interviews with staff members.