

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: December 9, 2025
Inspection Number: 2025-1065-0005
Inspection Type: Complaint Critical Incident Follow up
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): December 2, 3, 4, 5, 8, 9, 2025

The following intake(s) were inspected:

- Intake: #00155397 - Compliance Order Follow-up - FLTCA, 2021 - s. 82 (2)- Staff Training.
- Intake: #00155398 - Compliance Order Follow-up - O. Reg. 246/22 - s. 58 (4)- Responsive Behaviours.
- Intake: #00159002 - CIR #2337-000038-25: Fall of a resident resulting in an injury.
- Intake: #00161691 - CIR #2337-000046-25 - Fall of a resident resulting in an injury.
- Intake: #00162875 - Complaint related to staffing concerns.

Previously Issued Compliance Order(s)

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The following previously issued Compliance Order(s) were found to be in compliance:

Order #002 from Inspection #2025-1065-0003 related to FLTCA, 2021, s. 82 (2)

Order #001 from Inspection #2025-1065-0003 related to O. Reg. 246/22, s. 58 (4)

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

- Responsive Behaviours
- Staffing, Training and Care Standards
- Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Nursing and personal support services

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

Non-compliance with: FLTCA, 2021, s. 11 (3)

Nursing and personal support services

s. 11 (3) Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations.

The Inspector reviewed the licensee's Daily Staffing Sheets for the month of November 2025, that documented which registered nurse (RN) was working on each shift. It was noted that there were no RNs working in the home on the following dates and times: November 3 – 7, 9 -12, 14,16- 19, 21, 23- 26, and 28, 2025 on the day shift; November 18, 23, 25, and 26, 2025 on the evening shift and

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November 20, 2025 on the night shift.

Sources: Daily Staffing Sheets for November 2025, Staffing Plan #C-9, last revised July 2025, and interview with the DOC.