

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: 2026-1065-0002

Inspection Type:
Complaint

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): March 3, 4, 5, 11, 12, 2026

The following intake(s) were inspected:

- Intake: #00168114 and #00168372 - a complaint with concerns regarding no RN in the building 24/7.

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

Staffing, Training and Care Standards

INSPECTION RESULTS

WRITTEN NOTIFICATION: 24 hour nursing care

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

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

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

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 a ten-week period in 2026, that documented which registered nurse (RN) was working on each shift. It was noted that there was no RN working during the night shift for ten dates and on evenings for six dates. On each of these shifts, there was a RN manager's name marked in beside the RPN's name.

Interviews with multiple staff indicated that no one had observed any of the three managers that had been listed as being the RN in charge during those shifts, as being on duty and present in the building on any of the specified after-hours shifts.

The Inspector interviewed the DOC and Admin who stated that they had been present in the building during the assigned after-hour shift. Both the DOC and Admin stated that upon entering the home to act as the charge RN on shift, they had not communicated to the staff that they were on duty and present in the home but had stayed in their offices.

Sources: Daily Staffing Sheets; staff and management interviews.