

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: March 4, 2026

Inspection Number: 2026-1374-0002

Inspection Type:

Complaint
Critical Incident

Licensee: S & R Nursing Homes Ltd.

Long Term Care Home and City: Twin Lakes Terrace Long Term Care Community,
Sarnia

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 24-25, 27, 2026 and
March 2-4, 2026

The inspection occurred offsite on the following date(s): February 25, 2026

The following intake(s) were inspected:

- Intake: #00165882 - related to a complaint.
- Intake: #00165905 - related to an outbreak.

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

Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Policy to promote zero tolerance

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

Non-compliance with: FLTCA, 2021, s. 25 (1)

Policy to promote zero tolerance

s. 25 (1) Without in any way restricting the generality of the duty provided for in section

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24, every licensee shall ensure that there is in place a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with.

During an interview with a staff member they alleged two separate incidents of staff to resident abuse that occurred during care.

Review of the home's Abuse and Neglect policy indicated that any employee or volunteer who witness an incident of resident abuse, or has knowledge of an incident that constitutes resident abuse or neglect will immediately inform the Administrator, Manager of Resident Care (MRC), or in their absence, the Charge Nurse/Delegate in the home, of any incident of suspected or witnessed abuse.

A staff member did not report the allegation to the home. During an interview with the Administrator they stated that they were not aware of any incidents of abuse or neglect.

Sources: Resident Abuse and Neglect policy and staff interview.

WRITTEN NOTIFICATION: Housekeeping

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

Non-compliance with: O. Reg. 246/22, s. 93 (2) (b) (iii)

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,
(b) cleaning and disinfection of the following in accordance with manufacturer's specifications and using, at a minimum, a low level disinfectant in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices:

(iii) contact surfaces;

Review of the home's Daily Resident Room Cleaning Checklist indicated missing entries for twenty-one (21) resident rooms.

During an interview with the Environmental Services Manager (ESM) they were unable to confirm if the contact surfaces within resident rooms were cleaned and or disinfected, as per the Daily Resident Room Checklist.



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Sources: Daily Resident Room Cleaning Checklist and staff interviews.