

**Ministry of Long-Term Care**

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

**Central East District**

33 King Street West, 4th Floor  
Oshawa, ON, L1H 1A1  
Telephone: (844) 231-5702

**Public Report**

**Report Issue Date:** May 6, 2025

**Inspection Number:** 2025-1592-0003

**Inspection Type:**

Critical Incident  
Follow up

**Licensee:** The Corporation of the City of Kawartha Lakes

**Long Term Care Home and City:** Victoria Manor Home for the Aged, Lindsay

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): April 16, 17, 22 to 24, 28, 29, 2025 and May 1, and 2, 2025.

The following intake(s) were inspected:

- Intake: #00133191 - Follow-up #1 to Compliance Order (CO) #001, related to Orientation Training, Compliance Due Date (CDD) March 31, 2025.
- Intake: #00133194 - Follow-up #1 to CO #002, related to Infection Prevention and Control (IPAC) Skills Assessment and Agency Training, CDD March 31, 2025.
- Intake: #00143535 - Follow-up #2 to CO #003 - related to Tuberculosis Screening, CDD February 28, 2025, Re-Inspection Fee \$500.
- Intake: #00144474 - related to a resident fall with injury.

**Previously Issued Compliance Order(s)**

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

Order #001 from Inspection #2024-1592-0003 related to FLTCA, 2021, s. 82 (2)

Order #002 from Inspection #2024-1592-0003 related to O. Reg. 246/22, s. 102 (7) 3.

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Order #003 from Inspection #2024-1592-0003 related to O. Reg. 246/22, s. 102 (12)  
4.

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

Infection Prevention and Control  
Staffing, Training and Care Standards  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Duty of licensee to comply with plan

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

**Non-compliance with: FLTCA, 2021, s. 6 (7)**

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee failed to ensure that the care was provided to a resident as specified in the plan. The care plan identified the need to use a call bell for staff assistance before ambulating, and to use specific mobility devices depending on distance. The plan required limited assistance of 1 to 2 staff to walk with the resident and their device, to and from specific locations on the unit and in the hallway when restless, as needed. Just before the fall, a personal support worker (PSW) failed to walk with the resident when they observed them ambulating off the unit towards another location in the home. After the fall, a registered practical nurse (RPN) described finding the resident in another location of the home laying on the floor next to one of their ambulatory devices and another ambulatory device was a short distance away from them, in the same area. The current care plan directed staff to apply a

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falls prevention safety device when the resident was engaged in a specific activity, and during an observation of the resident a PSW confirmed that the device had not been applied as required.

Sources: Critical Incident Report, observation, resident clinical records, two PSW and one RPN interview.

**NOTICE OF RE-INSPECTION FEE** Pursuant to section 348 of O. Reg. 246/22 of the Fixing Long-Term Care Act, 2021, the licensee is subject to a re-inspection fee of \$500.00 to be paid within 30 days from the date of the invoice.

A re-inspection fee applies since this is, at minimum, the second follow-up inspection to determine compliance with the following Compliance Order(s) under s. 155 of the FLTCA, 2021, and/or s. 153 of the LTCHA, 2007.

Follow up #2 to CO #003 / 2024 1592 0003, O. Reg. 246/22 - s. 102 (12) 4. IPAC Program, Tuberculosis Screening, CDD February 28, 2025.

Licensees must not pay a Re-Inspection Fee from a resident-care funding envelope provided by the Ministry [i.e., Nursing and Personal Care (NPC); Program and Support Services (PSS); and Raw Food (RF)]. By submitting a payment to the Minister of Finance, the licensee is attesting to using funds outside a resident-care funding envelope to pay the Re-Inspection Fee.

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

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