

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

North District  
159 Cedar St, Suite 403  
Sudbury, ON, P3E 6A5  
Telephone: (800) 663-6965

## Public Report

**Report Issue Date:** April 17, 2026

**Inspection Number:** 2026-1479-0001

**Inspection Type:**  
Proactive Compliance Inspection

**Licensee:** The West Nipissing General Hospital

**Long Term Care Home and City:** The West Nipissing General Hospital, Sturgeon Falls

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 13-17, 2026

The following intake was inspected:  
-One Proactive Compliance Inspection (PCI) intake.

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

Contenance Care  
Food, Nutrition and Hydration

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: 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.

A Personal Support Worker (PSW) did not review a resident's plan of care before they

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provided care to the resident.

**Sources:** A resident's current care plan, interviews with a PSW and the Long-term care (LTC) Manager.

### WRITTEN NOTIFICATION: Documentation

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

**Non-compliance with: FLTCA, 2021, s. 6 (9) 1.**

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

Care that was not able to be completed for a resident, was not documented in the resident's health care records.

**Sources:** A resident's current care plan and health care records, interviews with a physiotherapist and the LTC Manager.

### WRITTEN NOTIFICATION: General Requirements for Programs

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

**Non-compliance with: O. Reg. 246/22, s. 34 (1) 3.**

General requirements

s. 34 (1) Every licensee of a long-term care home shall ensure that the following is complied with in respect of each of the organized programs required under sections 11 to 20 of the Act and each of the interdisciplinary programs required under section 53 of this Regulation:

3. The program must be evaluated and updated at least annually in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices.

The Dietary services and hydration program was not evaluated and updated in 2025.

**Sources:** An interview with the LTC manager.

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## WRITTEN NOTIFICATION: General requirements

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 34 (1) 4.**

General requirements

s. 34 (1) Every licensee of a long-term care home shall ensure that the following is complied with in respect of each of the organized programs required under sections 11 to 20 of the Act and each of the interdisciplinary programs required under section 53 of this Regulation:

4. The licensee shall keep a written record relating to each evaluation under paragraph 3 that includes the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that those changes were implemented.

The home was unable to produce a written record of the 2025 evaluation of the continence care program.

**Sources:** An interview with the LTC Manager.

## WRITTEN NOTIFICATION: Therapy services

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 65 (a)**

Therapy services

s. 65. Every licensee of a long-term care home shall ensure that therapy services for residents of the home are arranged or provided under section 13 of the Act that include, (a) on-site physiotherapy provided to residents on an individualized basis or in a group setting based on residents' assessed care needs; and

A resident did not receive physiotherapy services as specified in their plan of care.

**Sources:** A resident's current care plan and health care records, interview with a physiotherapist.



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

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