

## Public Report

**Report Issue Date:** July 24, 2025

**Inspection Number:** 2025-1432-0004

**Inspection Type:**  
Critical Incident

**Licensee:** 955464 Ontario Limited

**Long Term Care Home and City:** Millennium Trail Manor, Niagara Falls

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 22-24, 2025

The following intake(s) were inspected:

- Intake: #00146778 - Critical Incident (CI)#2948-000016-25 - Falls Prevention and Management
- Intake: #00147623 - CI#2948-000018-25 - Falls Prevention and Management
- Intake: #00147629 - CI#2948-000019-25 - Falls Prevention and Management

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

Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Plan of Care

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 has failed to ensure that care set out in a resident's plan of care was

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

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provided to the resident as specified in the plan where it indicates their call bell was to be in reach. The resident was observed by Inspector on a specified date in July 2025 to not have their call bell within reach and when this was brought to staff's attention they did not correct placement of the call bell.

**Sources:** Resident's plan of care, observation of resident, interview with staff.