

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: 2026-1620-0001

Inspection Type:
Critical Incident

Licensee: County of Lennox and Addington

Long Term Care Home and City: The John M. Parrott Centre, Napanee

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 4-6 and 9-12, 2026

The following intake(s) were inspected:

-Intake: #00159382/ M625-000054-25 and Intake: #00167531/ AH-2026-0007517/M625-000001-26 and AH-2026-0009143/M625-000009-26 and Intake: #00171449/M625-000012-26 related to disease outbreaks in the long-term care home

-Intake: #00169063/ M625-000004-26 - alleged neglect of a resident by staff

-Intake: #00169473/ M625-000005-26 and Intake: #00170646/ M625-000007-26 related to a resident fall resulting in injury

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

- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to protect

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

During an internal investigation the long-term care home determined that a PSW had neglected a resident on a specified date by not providing a specified intervention.

The long-term care home required that the PSW complete specified education prior to returning to their duties. In an interview with the Manager of Nursing and Administrator it was stated that this education was not completed prior to the PSW returning to their duties.

Sources: investigation file prepared by the long-term care home, interviews with the Administrator and Manager of Nursing