

**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 1, 2025

**Inspection Number:** 2025-1529-0002

**Inspection Type:**

Critical Incident  
Follow up

**Licensee:** Board of Management for the District of Nipissing West

**Long Term Care Home and City:** Au Chateau, Sturgeon Falls

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 24th to 28th, 2025

The following intake(s) were inspected:

- Two intakes related to outbreaks that occurred in the home.
- One follow-up intake related to a residents plan of care.
- One follow-up intake related to the nutritional program.
- One follow-up intake related to transferring and positioning techniques.
- Two intakes related to resident falls.
- One intake related to the abuse of a resident.
- One intake related to the neglect of a resident.

## Previously Issued Compliance Order(s)

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

Order #001 from Inspection #2024-1529-0003 related to FLTCA, 2021, s. 6 (7)

Order #002 from Inspection #2025-1529-0001 related to O. Reg. 246/22, s. 74 (2) (a)

Order #001 from Inspection #2025-1529-0001 related to O. Reg. 246/22, s. 40

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

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Resident Care and Support Services  
Medication Management  
Food, Nutrition and Hydration  
Infection Prevention and Control  
Safe and Secure Home  
Prevention of Abuse and Neglect  
Responsive Behaviours  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Safe and Secure Home

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

**Non-compliance with: O. Reg. 246/22, s. 12 (1) 3.**

Doors in a home

s. 12 (1) Every licensee of a long-term care home shall ensure that the following rules are complied with:

3. All doors leading to non-residential areas must be equipped with locks to restrict unsupervised access to those areas by residents, and those doors must be kept closed and locked when they are not being supervised by staff.

The licensee failed to ensure that a door leading to a non-residential area was kept closed and locked when not being supervised by staff.

**Sources:** Inspector observations; and interviews with staff.

### WRITTEN NOTIFICATION: Falls prevention and management

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

**Non-compliance with: O. Reg. 246/22, s. 54 (2)**

Falls prevention and management

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s. 54 (2) Every licensee of a long-term care home shall ensure that when a resident has fallen, the resident is assessed and that a post-fall assessment is conducted using a clinically appropriate assessment instrument that is specifically designed for falls. O. Reg. 246/22, s. 54 (2); O. Reg. 66/23, s. 11.

The licensee failed to ensure that when a resident fell, that a post-fall assessment was conducted.

**Sources:** Clinical care records; Home's Head Trauma Policy; Home's Falls Program; Interviews with staff.

## **WRITTEN NOTIFICATION: Continence care and bowel management**

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

### **Non-compliance with: O. Reg. 246/22, s. 56 (2) (c)**

Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,  
(c) each resident who is unable to toilet independently some or all of the time receives assistance from staff to manage and maintain continence;

The licensee failed to provide staff assistance to a resident in managing and maintaining continence, as the resident was unable to toilet independently.

**Sources:** Clinical Records; Continence Management Program (Rev June 2022); and Interviews with staff.

**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

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s. 155 of the FLTCA, 2021, and/or s. 153 of the LTCHA, 2007.

The following intake was inspected as a RIF: 00137025 This was the second follow up inspection in relation to this CO.

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.