

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: February 27, 2026

Inspection Number: 2026-1532-0003

Inspection Type:
Complaint

Licensee: The Corporation of the County of Renfrew

Long Term Care Home and City: Bonnechere Manor, Renfrew

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 17, 18, 19, 20, 23, 24, 2026

The following intake(s) were inspected:

- Intake: #00168585 - [PC-2026-0008041] - Complainant with concerns regarding alleged emotional abuse towards a resident by a family member.

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

Prevention of Abuse and Neglect
Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: Reporting certain matters to the Director

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

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

Non-compliance with: FLTCA, 2021, s. 28 (1) 2.

Reporting certain matters to Director

s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

A complainant called the home to allege emotional abuse of a resident by a family member in January 2026. The home conducted an investigation into the alleged concern, but did not report the alleged emotional abuse to the Director.

Sources: Emails back and forth from complainant to DOC, interview with DOC.