

Ministry of Long-Term Care

Director
Long-Term Care Inspections Branch
Long-Term Care Operations Division

8th Floor, 438 University Ave.
Toronto ON M7A 1N3
Tel.: (416) 212-6707
Fax: (416) 327-7603

Ministère des Soins de longue durée

Directeur
Inspection de soins de longue durée
Division des opérations de soins de longue durée

438, avenue University, 8e étage Toronto
ON M7A 1N3 Téléphone:
(416) 212-6707
Télécopieur: (416) 327-7603



December 3, 2024

Mr. James Lavelle
264 Norwich Avenue
Woodstock, ON
N4S3V9

Dear Mr. Lavelle

RE: Compliance of Order Requiring Management

This letter is to acknowledge the call held Friday, November 22, 2024, with your leadership team, the leadership team from PrimaCare and staff from the Ministry of Long-Term Care Inspections Branch. The call was held to discuss the status of the Mandatory Management Order served to the home on September 29, 2022.

During the call, I recommended that you may continue to work with the PrimaCare team over a period of time in order to ensure that you have a strong transition and sustainability plan. Additionally, a transition plan was to be submitted to the ministry by November 29, 2024.

I have received a copy of your transition plan and have no additional comments.

At this time, I am satisfied that you have returned to compliance and demonstrated that you can properly manage the home. Therefore, I am complying the Director's Order, in which you were ordered to retain a management company to oversee the operations of Caressant Care Lindsay, dated September 29, 2022. I expect that you and your team will take prompt actions on any future compliance orders and with any issues that may arise.

If you have any questions, please do not hesitate to contact Adam Sikora, District Manager for the Central East District Office at Adam.Sikora@ontario.ca

Sincerely,

A handwritten signature in black ink that reads "Brad Robinson".

Brad Robinson
Director under the *Fixing Long-Term Care Act, 2021*
Director, Long-Term Care Inspections Branch

c: Cynthia Martineau, Chief Executive Officer, Ontario Health at Home, Central East
Jessica Pattison, Senior Manager – Regional Operations East, Long-Term Care
Inspections Branch (LTCIB), Ministry of Long-Term Care (MLTC)
Adam Sikora, Manager, Central East District Office, LTCIB, MLTC