

**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:** May 8, 2025

**Inspection Number:** 2025-1214-0002

**Inspection Type:**

Complaint

Critical Incident

**Licensee:** Caressant-Care Nursing and Retirement Homes Limited

**Long Term Care Home and City:** Caressant Care Marmora, Marmora

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 5, 6, 8, 2025

The following intake(s) were inspected:

- Intake: #00143098 - CIR #2718-000007-25- Disease outbreak declared.
- Intake: #00145665 - A complaint related to staffing in the home.
- Intake: #00146478 - CIR #2718-000012-25- related to alleged resident to resident physical abuse.

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

Infection Prevention and Control  
Prevention of Abuse and Neglect  
Staffing, Training and Care Standards

## INSPECTION RESULTS

**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

**WRITTEN NOTIFICATION: Duty of licensee to comply with plan.**

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 failed to ensure that a resident had monitoring in place as set out in their plan of care.

**Sources:** review of a critical incident, resident's health care record including progress notes and care plan, and interviews with PSWs and DOC.