

Ministry of Long-Term Care

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

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Ministère des Soins de longue durée

Directeur
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Division des opérations de soins de longue durée

438, avenue University
8e étage Toronto ON M5G 2K8
Téléphone: (416) 212-6707



October 11, 2024

Cynthia Martineau
Chief Executive Officer
Ontario Health atHome
Bay View Mall
470 Dundas St. East
Belleville ON K8N 1G1

Dear Ms. Martineau,

Re: Lifting of Suspension of Admissions to Caressant Care on McLaughlin Road

On November 24, 2022, pursuant to section 56 of the *Fixing Long-Term Care Act, 2021* (FLTCA), I directed Central East Ontario Health atHome, the Placement Coordinator for Caressant Care on McLaughlin Road, to cease authorizing admissions to the Long-Term Care Home. The direction was effective from November 24, 2022, until further notice.

Since that time, the Ministry has been meeting regularly with the licensee and the Management Company to ensure progress towards compliance. There have been a number of inspections that have occurred since the time the Cease was initiated, and significant improvements have been noted. Caressant Care on McLaughlin Road has demonstrated consistent leadership and has achieved compliance with all outstanding compliance orders. As a result, admissions at Caressant Care on McLaughlin Road, can now resume effective immediately.

I would ask that your staff work with the team at Caressant Care on McLaughlin Road, to develop and implement a gradual and mutually satisfactory plan to resume admissions to safely meet the needs of all residents.

If you have any questions, please contact Adam Sikora, Central East District Manager, Long-Term Care Inspections Branch.

Sincerely,

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

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

- c. Natalie Dechert, Vice President of Operations, Caressant-Care Nursing and Retirement Homes Limited
- Sandra Armstrong, Director, Central East Region, Ontario Health atHome
- Jessica Pattison, Senior Manager – Regional Operations East, Long-Term Care Inspections Branch (LTCIB), Ministry of Long Term-Care (MLTC)
- Adam Sikora, Central East District Manager, LTCIB, MLTC