

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

Original Public Report

Report Issue Date: August 08, 2023

Inspection Number: 2023-1182-0002

Inspection Type:

Complaint
Critical Incident System

Licensee: DTOC II Long Term Care LP, by its general partner, DTOC II Long Term Care MGP (a general partnership) by its partners, DTOC II Long Term Care GP Inc. and Arch Venture Holdings Inc.

Long-Term Care Home and City: Lancaster Long Term Care Residence, Lancaster

Lead Inspector

Anandraj Natarajan (573)

Inspector Digital Signature

Additional Inspector(s)

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 31, 2023, and August 1, 2, and 3, 2023.

The following intake(s) were inspected:

- Intake: #00085997 - Alleged staff-to-resident verbal and emotional abuse.
- Intake: #00092328 - Complaint related to Long-Term Care Home's maintenance services documentation.

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

Housekeeping, Laundry, and Maintenance Services
Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records, and conducted interviews, as applicable. There were no findings of non-compliance