

Ministry of Long-Term Care

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

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: March 25, 2025

Inspection Number: 2025-1202-0002

Inspection Type:

Critical Incident

Licensee: 0760444 B.C. Ltd. as General Partner on behalf of Omni Health Care Limited Partnership

Long Term Care Home and City: Frost Manor, Lindsay

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 19-21, 24-25, 2025

The following intake(s) were inspected:

- Intake: #00140179 -2703-000014-25 - Physical abuse of resident by resident .
- Intake: #00140279 -2703-000015-25 - Physical abuse altercation between residentand resident .

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

Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Altercations and other interactions between residents

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

Non-compliance with: O. Reg. 246/22, s. 59 (b)

Altercations and other interactions between residents

s. 59. Every licensee of a long-term care home shall ensure that steps are taken to minimize the risk of altercations and potentially harmful interactions between and among residents, including,

(b) identifying and implementing interventions.

The licensee has failed to ensure that resident intervention to minimize the risk of altercations and potentially harmful interactions between residents were implemented and completed when resident had a physical altercation with co-resident. Behavioural Supports Ontario-Dementia Observation System (BSO-DOS) tool was used to monitor resident behaviours. Resident was still within the five-day monitoring window when the BSO-DOS tool was not completed and left blank for several hours at a time.

Interviews with Administrator and BSO-RPN acknowledge BSO-DOS should have been completed with accuracy throughout the required time frame. LTC homes policy indicates BSO-DOS should be completed for five days every 30mins.

Sources: clinical Records BSO-DOS, critical incident, LTC BSO-DOS_Dementia_Observation Policy Review March 2025, Interviews with Administrator and BSO-RPN.
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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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