


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: June 26, 2024	
Inspection Number: 2024-1148-0003	
Inspection Type: Complaint Critical Incident	
Licensee: Sherwood Park Manor	
Long Term Care Home and City: Sherwood Park Manor, Brockville	
Lead Inspector Cheryl Leach (719340)	Inspector Digital Signature  Cheryl Leach <small>Digitally signed by Cheryl Leach Date: 2024.06.27 13:17:34 -04'00'</small>
Additional Inspector(s) Leandra Carino (000811)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 17, 18, 19, 20, 24, 25, 26, 2024.

The following intake(s) were inspected:

- Intake: #00114516-CIR 2640-000013-24-Alleged staff to resident physical abuse.
- Intake: #00118143-Complaint regarding wound care.

The following Inspection Protocols were used during this inspection:

Skin and Wound Prevention and Management

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Infection Prevention and Control
Safe and Secure Home
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Policy to Promote Zero Tolerance of Abuse and Neglect

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

Non-compliance with: FLTCA, 2021, s. 25 (1)

Policy to promote zero tolerance

s. 25 (1) Without in any way restricting the generality of the duty provided for in section 24, every licensee shall ensure that there is in place a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with.

The licensee has failed to ensure that a Registered Nurse complied with the licensee's written policy to promote zero tolerance of abuse and neglect of residents.

Sources: The home's investigation file, Critical Incident Report and interviews with a Personal Support Worker and the Director of Care.

[000811]