

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

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Public Report

Report Issue Date: October 10, 2025

Inspection Number: 2025-1589-0005

Inspection Type:

Complaint
Critical Incident

Licensee: Corporation of the County of Simcoe

Long Term Care Home and City: Trillium Manor Home for the Aged, Orillia

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 6-9, 2025

The following intake(s) were inspected:

- One intake, related to an allegation of resident to resident abuse; and,
- One intake, which was a complaint related to staffing

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

Housekeeping, Laundry and Maintenance Services
Food, Nutrition and Hydration
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: Responsive behaviours

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

Non-compliance with: O. Reg. 246/22, s. 58 (4) (b)

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

(b) strategies are developed and implemented to respond to these behaviours, where

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possible; and

The licensee has failed to ensure that strategies were identified and implemented to respond to a resident's responsive behaviours.

A resident had a strategy in place to assist staff to manage a responsive behaviour; however, the strategy was not always implemented. Additionally, staff identified other responsive behaviors that the resident displayed that were not included in the care plan, and had no strategies in place to respond to the behaviours.

Sources: A resident's progress notes and care plan; interviews with a Personal Support Worker (PSW), and the Resident Program Supervisor.



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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