

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

Public Report

Report Issue Date: August 5, 2025

Inspection Number: 2025-1132-0002

Inspection Type:
Complaint

Licensee: Crown Ridge Health Care Services Inc.

Long Term Care Home and City: Westgate Lodge Nursing Home, Belleville

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 30, 31, 2025 and August 1, 2025

The following intake(s) were inspected:

- Intake: #00151532, Intake: #00151535, and Intake: #00153495 - Complaints alleging staff to resident abuse.

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

Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Reporting certain matters to Director

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

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Non-compliance with: FLTCA, 2021, s. 28 (1) 2.

Reporting certain matters to Director

s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

The licensee failed to immediately report to the Director the suspicion of alleged abuse of a resident by an RPN, when they became aware of it.

The DOC advised that they had received a note alleging that an RPN had given a resident their medication when the resident was saying no. No critical incident report (CIR) was submitted to the Director related to this alleged incident.

Sources: Complaints identifying the alleged incident; Interview with DOC; email documentation of incident.