

**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**

<b>Report Issue Date:</b> December 1, 2023	
<b>Inspection Number:</b> 2023-1620-0011	
<b>Inspection Type:</b> Proactive Compliance Inspection	
<b>Licensee:</b> County of Lennox and Addington	
<b>Long Term Care Home and City:</b> The John M. Parrott Centre, Napanee	
<b>Lead Inspector</b> Anna Earle (740789)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Erica McFadyen (740804)	

**INSPECTION SUMMARY**

<p>The inspection occurred onsite on the following date(s): November 20-24 and 28-29, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> <li>Intake: #00101919 - PCI (Proactive Compliance Inspection)</li> </ul>
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The following **Inspection Protocols** were used during this inspection:

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Residents' and Family Councils

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Food, Nutrition and Hydration  
Medication Management  
Infection Prevention and Control  
Prevention of Abuse and Neglect  
Quality Improvement  
Residents' Rights and Choices  
Reporting and Complaints  
Pain Management  
Falls Prevention and Management

## INSPECTION RESULTS

### Non-Compliance Remedied

**Non-compliance** was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

**Non-compliance with: FLTCA, 2021, s. 85 (3) (r)**

Posting of information

Required information

s. 85 (3) The required information for the purposes of subsections (1) and (2) is,  
(r) an explanation of the protections afforded under section 30; and

During the initial tour, Inspector #740804 was unable to locate the required posting regarding whistle-blower protection in the long-term care home. During an

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interview with the Director, it was stated that this information was not posted. Later that day, the required posting for whistle-blower protection in the long-term care home was observed to be posted conspicuously at the front entrance.

**Sources**

Observations during the initial tour, interview with the Director  
[740804]

Date Remedy Implemented: November 21, 2023

NC #002 remedied pursuant to FLTCA, 2021, s. 154 (2)

**Non-compliance with: O. Reg. 246/22, s. 265 (1) 10.**

Posting of information

s. 265 (1) For the purposes of clause 85 (3) (s) of the Act, every licensee of a long-term care home shall ensure that the information required to be posted in the home and communicated to residents under section 85 of the Act includes the following:  
10. The current version of the visitor policy made under section 267.

During the initial tour, Inspector #740804 was unable to locate the Visitor Policy posted in the long-term care home. During an interview with Director, it was stated that this information was not posted. Later that day, the required Visitor Policy was observed to be posted conspicuously at the front entrance to the long-term care home.

**Sources**

Observations during the initial tour, interview with the Director  
[740804]

Date Remedy Implemented: November 21, 2023



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

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