

**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:** January 9, 2025

**Inspection Number:** 2025-1441-0001

**Inspection Type:**

Critical Incident  
Follow up

**Licensee:** Lakeland Long Term Care Services Corporation

**Long Term Care Home and City:** Lakeland Long Term Care Services, Parry Sound

**INSPECTION SUMMARY**

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

The following intake(s) were inspected:

- One follow-up intake was related to duty to protect.
- One intake was related to neglect of a resident by staff.

**Previously Issued Compliance Order(s)**

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2024-1441-0004 related to FLTCA, 2021, s. 24 (1)

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

Infection Prevention and Control  
Prevention of Abuse and Neglect

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Continence care and bowel management

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

**Non-compliance with: O. Reg. 246/22, s. 56 (2) (b)**

Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(b) each resident who is incontinent has an individualized plan, as part of their plan of care, to promote and manage bowel and bladder continence based on the assessment and that the plan is implemented;

The licensee has failed to ensure that a specific care activity for a resident was completed as per their individualized plan of care.

**Sources:** A resident's electronic health records; Internal investigation notes; and, an interview with a Personal Support Worker (PSW).