

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: January 7, 2026

Inspection Number: 2025-1192-0010

Inspection Type:

Complaint
Critical Incident

Licensee: Omni Quality Living (East) Limited Partnership by its general partner,
Omni Quality Living (East) GP Ltd.

Long Term Care Home and City: Almonte Country Haven, Almonte

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 30, 31, 2025
and January 5, 6, 7, 2026

The following intake(s) were inspected:

- Intake: #00163549 - Complainant with concerns regarding Personal support services and food service worker related to short staffing and staffing qualifications.
- Intake: #00163558 - Fall of a resident resulting in an injury.

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

Staffing, Training and Care Standards
Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Food Service Worker-Training and Qualifications

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

Non-compliance with: O. Reg. 246/22, s. 84 (1) (d)

Food service workers, training and qualifications

s. 84 (1) Every licensee of a long-term care home shall ensure that food service workers other than cooks to whom section 82 applies,

(d) have, in the reasonable opinion of the licensee, appropriate skills, knowledge and experience in the fields of institutional, health care, restaurant or hospitality food service to perform the duties required of the position. O. Reg. 246/22, s. 84 (1); O. Reg. 66/23, s. 20 (1, 2).

The home regularly uses staff from other departments to work in the dietary department, and has not ensured that all staff have the qualifications to work in the dietary department as a food service worker.

Specifically, a PSW, Housekeeper, and RN, do not have their food handling certificate or their food service worker certificate. These same staff along with Clinical Care Coordinator do not have any previous experience working in the food service industry as per the home's policy.

Sources: Homes training records, Homes policy Subject: Staffing Qualifications-Nutritional care Policy #HR-GE-2.9 last reviewed in March, 2025, homes call in records and dietary schedules, interview with PSW's, housekeeper, Nutritional Services Manager, DOC and other staff.