

**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:** October 28, 2025

**Inspection Number:** 2025-1301-0008

**Inspection Type:**  
Critical Incident

**Licensee:** The Glebe Centre Incorporated

**Long Term Care Home and City:** Glebe Centre, Ottawa

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 27 and 28, 2025.

The following Critical Incident (CI) intake(s) were inspected:

-Intake 00158325 - Resident injury with transfer to hospital and significant change in condition.

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

Resident Care and Support Services  
Safe and Secure Home

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Required Programs

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

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**Non-compliance with: O. Reg. 246/22, s. 53 (1) 4.**

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

4. A pain management program to identify pain in residents and manage pain. O. Reg. 246/22, s. 53 (1); O. Reg. 66/23, s. 10.

The licensee has failed to comply with the home's pain management program to identify and manage pain in residents.

In accordance with O. Reg. 246/22, s. 11 (1) (b), the licensee is required to ensure that written programs developed are complied with.

Specifically, the licensee's Pain Management Program Policy described that a pain assessment utilizing a clinically appropriate instrument (Pain Assessment and/or Pain Assessment in Advanced Dementia (PAINAD)) in Point Click Care (PCC) must be completed when a resident exhibits a change in health status. A resident suffered an injury and was sent to hospital where that injury was confirmed. A pain assessment was not completed upon the resident's readmission to the long-term care home when they exhibited a significant change in condition.

Sources: Resident electronic health care record; Pain Management Program Policy, Procedure Number: RC 8.20.00, last revised September 2025; and interview with a Manager of Nursing and Personal Care, the Coordinator of Nursing Programs, a Registered Practical Nurse; and Personal Support Worker.