

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: December 8, 2025

Inspection Number: 2025-1301-0009

Inspection Type:

Proactive Compliance Inspection

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): November 25, 26, 27, 2025 and December 2, 3, 4, 5, 2025

The following intake(s) were inspected:

Intake: #00163456 -Pro-active compliance inspection.

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

- Housekeeping, Laundry and Maintenance Services
- Infection Prevention and Control
- Recreational and Social Activities

INSPECTION RESULTS

WRITTEN NOTIFICATION: Communication and response system

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

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

Non-compliance with: O. Reg. 246/22, s. 20 (b)

Communication and response system

s. 20. Every licensee of a long-term care home shall ensure that the home is equipped with a resident-staff communication and response system that,
(b) is on at all times;

During a Resident-Staff Communication and Response System (RSCRS) test on a day in November, 2025, it was noted that a Personal Support Worker (PSW) did not have their portable phone for the RSCRS on their person. The PSW indicated that they were required to carry this device at all times and did not have it on their person. On a day in November, 2025, the Director of Care (DOC) confirmed that all staff were to have their portable phone on their person at all times.

Sources: Interviews with staff

WRITTEN NOTIFICATION: General requirements for programs

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 34 (1) 1.

General requirements

s. 34 (1) Every licensee of a long-term care home shall ensure that the following is complied with in respect of each of the organized programs required under sections 11 to 20 of the Act and each of the interdisciplinary programs required under section 53 of this Regulation:

1. There must be a written description of the program that includes its goals and objectives and relevant policies, procedures and protocols and provides for methods to reduce risk and monitor outcomes, including protocols for the referral of residents to specialized resources where required.

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

The LTCH does not have a written description of their Maintenance program that includes goals, objectives, methods to reduce risk and monitoring of outcomes as confirmed by the Director of Environmental Services on a day in November, 2025.

Sources: Interview with the Director of Environmental Services

COMPLIANCE ORDER CO #001 Communication and response system

NC #003 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 20 (d)

Communication and response system

s. 20. Every licensee of a long-term care home shall ensure that the home is equipped with a resident-staff communication and response system that,
(d) is available at each bed, toilet, bath and shower location used by residents;

The Inspector is ordering the licensee to prepare, submit and implement a plan to ensure compliance with O. Reg. 246/22, s. 20 (d) [FLTCA, 2021, s. 155 (1) (b)]:

The plan must include but is not limited to:

Please submit the written plan for achieving compliance for a recent inspection to the Ministry of Long Term Care by email to ottawadistrict.mlhc@ontario.ca by December 19, 2025.

Please ensure that the submitted written plan does not contain any PI/PHI.

The licensee shall prepare, submit and implement a plan to ensure that the resident-staff communication and response system (RSCRS) can be easily seen, accessed and used by residents, staff and visitors at all times. Specifically, the plan must ensure that all components of the RSCRS are always functional so they may

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

be easily seen, accessed and used. The plan is to include but not be limited to:

Processes and procedures that will be put in place immediately to ensure that all components of the RSCRS are functional, and how the RSCRS will be monitored going forward. This must include actions such as ongoing and enhanced auditing for all components of the RSCRS as well as re-education for staff as applicable.

Immediate corrective actions that will be taken to address the failure of the RSCRS noted during the inspection, as well ongoing corrective action that will be taken should any component of the RSCRS fail to function in the future.

Immediate actions that will be taken to monitor residents and ensure their safety in response to the failure of the RSCRS noted during the inspection, as well as future actions that will be taken should any component of the RSCRS fail to function in the future.

Identification of the person(s) responsible for monitoring all aspects of the plan.

A requirement that all components of this plan are documented, including dates and descriptions of of any/all actions taken and names of any/all staff involved in actioning this plan.

Please submit the written plan for achieving compliance for a recent inspection to the Ministry of Long Term Care at ottawadistrict.mltc@ontario.ca by December 19, 2025.

Grounds

The home is not equipped with a resident-staff communication system that is

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

available at each bed, toilet, bath and shower locations used by residents.

Rationale and Summary

During an observation on a day in November, 2025, it was noted that there was several staff-resident communication response systems (RSCRS) not functioning at the residents bedside/bathroom pull stations. Specifically, there was five RSCRS' that were malfunctioning.

On a day in December, 2025, upon another observation in a resident room, the call system at the bedside was malfunctioning. A staff member confirmed that the call did not come through to the hand held RSCRS that is carried by the staff. When an Inspector asked the resident if they had the wrist call bell system on, they replied no. Staff later found the wrist call bell communication system in the residents drawer and reapplied it on them.

During a call bell audit review on a day in November, 2025 with the Director of Building infrastructure, they confirmed that a resident specific unit was all functional for the call bells going to staff phones however, ongoing challenges was noted on a sperate unit.

During an interview with staff on a day in November, 2025, they confirmed that an audit was conducted of the RSCRS and confirmed that there are some call systems that are malfunctioning since the recent firmware update that took place with Tenera on two units.

During another interview with staff on a day in December, 2025, they confirmed that an RSCRS audit was conducted on a day in December, 2025 where several problem areas were identified where the call bell system wasn't able to be activated due to a hardware issue.

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

Sources: Interviews with staff, RSCRS audits and several observations

This order must be complied with by January 30, 2025

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

REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

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

e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

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

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.