

**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:** March 31, 2025

**Inspection Number:** 2025-1371-0002

**Inspection Type:**

Critical Incident

**Licensee:** Santé Montfort

**Long Term Care Home and City:** Montfort, Ottawa

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 27, 28, 31, 2025

The following intake(s) were inspected:

- Intake: #00139232 related to alleged neglect of a resident by staff.

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

Infection Prevention and Control  
Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Reporting certain matters to the Director

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

**Non-compliance with: FLTCA, 2021, s. 28 (1) 2.**

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Reporting certain matters to Director

s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

The licensee has failed to ensure that an allegation of neglect was reported immediately to the Director.

On a date in February 2025, an allegation of neglect was made when a resident was not provided with care assistance for a prolonged period. This incident was not immediately reported to the after-hours action line and instead was reported via the critical incident system two days later.

Sources: Medical record review of resident, interviews with staff.

## **WRITTEN NOTIFICATION: Continence care and bowel management**

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

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

Continence care and bowel management

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

(c) each resident who is unable to toilet independently some or all of the time receives assistance from staff to manage and maintain continence;

The licensee has failed to ensure that each resident who is unable to toilet independently some or all of the time receives assistance from staff to manage and maintain continence.

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On a date in February 2025, staff failed to provide continence care to a resident for multiple hours.

Sources: Review of resident medical records, interviews with staff.