

Ministry of Long-Term Care

Director
Long-Term Care Inspections Branch
Long-Term Care Operations Division

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Ministère des Soins de longue durée

Directeur
Inspection de soins de longue durée
Division des opérations de soins de longue durée

438, avenue University, 8e étage
Toronto ON M5G 2K8
Téléphone: (416) 212-6707



August 28, 2024

Rebecca Sutcliffe
Director Patient Services
Ontario Health atHome
356 Oxford St West
London ON N6H 2L7

Dear Ms. Sutcliffe,

Re: Suspension of Admissions to Country Terrace, Licensee – Omni Healthcare Ltd.

On March 1, 2024, pursuant to section 56 of the *Fixing Long-Term Care Act, 2021* (FLTCA), I directed South West Home and Ontario Health atHome (OHaH), the Director for Placement for Country Terrace, to cease authorizing admissions to Country Terrace. The direction was effective from March 1, 2024, until further notice.

Based on results of recent inspections, admissions at Country Terrace, can now resume effective immediately.

I would ask that your staff work with the team at Country Terrace, to develop and implement a gradual and mutually satisfactory plan to resume admissions to safely meet the needs of all residents.

If you have any questions, please reach out to Tammy Szymanowski, Regional Manager - West at Tammy.Szymanowski@ontario.ca.

Sincerely,

A handwritten signature in black ink that reads "Brad Robinson".

Brad Robinson
Director, LTC Inspections Branch
Director under the *Fixing Long-Term Care Homes Act, 2021*

- c. Raheem Hirji, President and Chief Executive Officer, OMNI Healthcare
Cynthia Martineau, CEO, Ontario Health atHome
Tammy Szymanowski, Regional Manager - West, Ministry of Long-Term Care (MLTC), Long-Term Care Inspections Branch (LTCIB)
Amberly Cowperthwaite, London District Manager, LTCIB, MLTC