

**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

<b>Report Issue Date:</b> July 30, 2025
<b>Inspection Number:</b> 2025-1154-0001
<b>Inspection Type:</b> Complaint
<b>Licensee:</b> Gem Health Care Group Limited
<b>Long Term Care Home and City:</b> Groves Park Lodge, Renfrew

## INSPECTION SUMMARY

The inspection occurred on the following date(s): July 22, 23, 24, 25, 28, 30, 2025

The following intake(s) were inspected:

- Intake: #00148181 - A complaint regarding admission to a Long-Term Care home

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

Admission, Absences and Discharge

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Licensee consideration and approval

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

**Non-compliance with: FLTCA, 2021, s. 51 (7) (a)**

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Authorization for admission to a home

s. 51 (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 50 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

(a) the home lacks the physical facilities necessary to meet the applicant's care requirements;

The licensee has failed to comply with FLTCA, 2021, s. 51 (7) a., whereby the licensee refused a resident's admission to the home based on reasons that are not permitted in the legislation. Specifically that the home did not have the physical facilities necessary to manage the applicant's responsive behaviours.

Sources: Applicant's file, interviews with the Placement Coordinator and the Director of Care.