

**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 19, 2024

**Inspection Number:** 2024-1519-0009

**Inspection Type:**

Complaint

**Licensee:** The Perley and Rideau Veterans' Health Centre

**Long Term Care Home and City:** The Perley and Rideau Veterans' Health Centre, Ottawa

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 2, 3, 5, 9, 10, 2024

The inspection occurred offsite on the following date(s): December 4, 2024

The following intake(s) were inspected:

- Intake: #00129387 - Complainant with concerns regarding a bed refusal
- Intake: #00129961 - Complainant with concerns regarding an alleged neglect of a resident
- Intake: #00132611 - Complainant with concerns regarding a bed refusal
- Intake: #00133153 - Complainant with concerns regarding a bed refusal

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

Infection Prevention and Control  
Prevention of Abuse and Neglect  
Admission, Absences and Discharge

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Plan of Care

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

**Non-compliance with: LTCHA, 2007 S.O. 2007, c.8, s. 6 (7)**

Plan of care

Duty of licensee to comply with plan

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan. 2007, c. 8, s. 6 (7).

The licensee has failed to ensure that staff follow the written plan of care. Specifically, staff did not follow the care plan for a resident in ensuring two staff provided evening care to the resident when in bed.

Sources: Resident's clinical record, Video footage, interview with complainant, and Manager of Resident Care

[000721

## WRITTEN NOTIFICATION: Admissions to a Home

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

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

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,

(b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or

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1) The licensee has failed to comply with FTLCA section s. 51 (7) b whereby the licensee refused an applicant's admission to the home based on reasons that are not permitted in the legislation. Specifically that the home did not have the staff expertise to support the applicant's diagnosis of confusion and wandering.

Sources: Applicants file, interview with the Placement Coordinator of Home Care Community Support Services (HCCSS) and the Director of Nursing.  
[000721]

2) The licensee has failed to comply with FTLCA section s. 51 (7) b whereby the licensee refused another applicant's admission to the home based on reasons that are not permitted in the legislation. Specifically that the home did not have the staff to manage the applicants responsive behaviours.

Sources: Application for admission, homes refusal letter, interview with placement coordinator and DON.  
[000721]

**This Written Notification is being referred to the Director for further action by the Director.**

**WRITTEN NOTIFICATION: Refusal letters-Admission**

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: FLTCA, 2021, s. 51 (9) (b)**

Authorization for admission to a home

s. 51 (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,  
(b) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care;

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The licensee has failed to ensure when refusing an applicant to the home, that a written response for the refusal include a detailed explanation of the supporting facts, as they relate both to the home and applicants condition and requirements for care. Specifically, the home did not provide a detailed explanation of how the home's staff are unable to manage the applicants diagnosis which included symptoms of confusion and wandering.

Sources: Application for admission Homes refusal letter, interviews with placement coordinator and Director of Nursing (DON)  
[000721]

## **WRITTEN NOTIFICATION: Written Refusal Response- Admissions**

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 179 (3)**

Approval by licensee

s. 179 (3) Subject to subsections (4) and (5), the licensee shall, within five business days after receiving the request mentioned in clause (1) (b), do one of the following:

1. Give the appropriate placement co-ordinator the written notice required under subsection 51 (8) of the Act.
2. If the licensee is withholding approval for the applicant's admission, give the written notice required under subsection 51 (9) of the Act to the persons mentioned in subsection 51 (10) of the Act.

1) The licensee has failed to ensure, when refusing an applicant for admission that a written response is provided to the applicant and the appropriate placement coordinator within five business days of receiving the application request. The date the application was provided to the home was on a specified date in August 2024, and the refusal response letter was not written until a specified date in September 2024.

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Sources: Applicants file for admission, Homes refusal letter, interview with complainant, placement coordinator and DON.

[000721]

2) The licensee has failed to ensure, when refusing an applicant for admission that a written response is provided to the applicant and the appropriate placement coordinator within five business days of receiving the application request. The date the application was provided to the home was on a specified date in November 2024 and the refusal response letter was not written until a specified date in November 2024.

Sources: Applicants assessment file for admission, homes refusal letter, interview with placement coordinator and interview with the DON.

[000721]

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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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