

**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:** February 20, 2025

**Inspection Number:** 2025-1519-0003

**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): February 18, 19, 2025

The following intake(s) were inspected:

- Intake: #00138508 - Complainant with concerns related to an applicant who was denied admission to the home

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

Infection Prevention and Control  
Admission, Absences and Discharge

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Authorization for admission to a home

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

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**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

The licensee has failed to comply with FLTCA 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 manage the applicants' responsive behaviors.

Sources: An applicants file, homes refusal response letter, interview with the admissions coordinator and the DOC.

**WRITTEN NOTIFICATION: Approval by License**

NC #002 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.

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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.

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 October 2024, and the refusal response letter was not written until twenty-four days later.

Sources: Applicants file for admission, homes refusal letter, interview with the complainant, the admissions Coordinator and the DOC.