

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: September 4, 2025

Inspection Number: 2025-1519-0008

Inspection Type:

Complaint
Critical Incident

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): July 3, 4, 7, 8, 9, 22, 23, 29, 30, 31, 2025 and August 13, 14, 18, 19, 20, 25, 2025

The following intake(s) were inspected:

- Intake: #00145740- Complaint regarding reprisal.
- Intake: #00148687- Fall of a resident resulting in injury.
- Intake: #00148941- Alleged resident to resident abuse.
- Intake: #00149478- Alleged resident to resident abuse.
- Intake: #00152779- Complaint with concerns regarding access to information.

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

Resident Care and Support Services
Medication Management
Whistle-blowing Protection and Retaliation

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Prevention of Abuse and Neglect
Responsive Behaviours
Residents' Rights and Choices
Falls Prevention and Management
Admission, Absences and Discharge

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.