

**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> December 9, 2025
<b>Inspection Number:</b> 2025-1519-0012
<b>Inspection Type:</b> Complaint Critical Incident
<b>Licensee:</b> The Perley and Rideau Veterans' Health Centre
<b>Long Term Care Home and City:</b> The Perley and Rideau Veterans' Health Centre, Ottawa

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): November 28, 2025 and December 1, 2, 3, 4, 5, 8, 9, 2025

The following intake(s) were inspected:

- Intake: #00161763 - Critical Incident, Improper/Incompetent treatment of a resident
- Intake: #00162304 - Complaint related to resident's care
- Intake: #00163659 - Complaint related to resident's care

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

- Resident Care and Support Services
- Skin and Wound Prevention and Management
- Food, Nutrition and Hydration
- Prevention of Abuse and Neglect
- Responsive Behaviours

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## INSPECTION RESULTS

### COMPLIANCE ORDER CO #001 Responsive behaviours

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

**Non-compliance with: O. Reg. 246/22, s. 58 (4) (b)**

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

(b) strategies are developed and implemented to respond to these behaviours, where possible; and

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

The licensee shall:

A) A management staff shall ensure that 1:1 training on stop and go approach is provided to the identified non-registered nursing staff.

B) Conduct three audits of that identified non-registered nursing staff, utilizing the stop and go approach over the period of four weeks.

C) Maintain a written record of the training provided, including the date and who provided the training.

D) Maintain a written record of the audits; including the date, who completed the audits, results of the audits and any corrective actions taken,

E) Maintain a written record of everything required under this compliance order from A-D, until the Ministry of Long-Term Care has deemed that the licensee has complied with this order.

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Grounds

During the course of this inspection, videos of care provision were reviewed by two inspectors. On two occasions, during care a resident exhibited responsive behaviours.

A review of the resident written plan of care specific to interventions in place to address the resident's resistance were:

On a specific date, the following intervention was initiated

-Resident can be resistive to specific care. If resident refuses care, leave and return. Staff to encourage resident.

This intervention was resolved three months later.

On the same day, the following intervention was initiated. If interventions are ineffective Use Stop & Go Approach.

As per the plan of care, staff are directed to use the stop and go approach when the resident is resistive to care. On both occasions the identified non-registered nursing staff does not implement the strategies.

As a result, the resident refused to participate which resulted in appeared distress and an increased risk of injury.

Sources: Resident's plan of care, videos of care provision.



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

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**This order must be complied with by** February 16, 2026

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## REVIEW/APPEAL INFORMATION

**TAKE NOTICE** The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> floor  
Toronto, ON, M7A 1N3

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e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:



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**Health Services Appeal and Review Board**

Attention Registrar  
151 Bloor Street West, 9<sup>th</sup> Floor  
Toronto, ON, M5S 1S4

**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> Floor  
Toronto, ON, M7A 1N3  
e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).