

**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:** March 2, 2026

**Inspection Number:** 2026-1519-0002

**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 offsite on the following date(s): February 24, 25, 26, 2026

The following intake(s) were inspected:

Intake: #00163024 -Complainant with concerns regarding a bed refusal

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.

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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

A written notice to the applicant dated a specified date in October 2025, stated that the applicant received medication via a continuous infusion device and the nursing staff at the home were not trained on the use of the device.

A review of the applicant's assessment indicated that the infusion device was managed by the applicant's substitute decision-maker, which was also confirmed by staff at Ontario Health at Home. They acknowledged that the device setup was quick and easy and further confirmed that the home did not contact them, and that external resources were available.

Sources: The applicant's file and interviews with the Vice-President, Nursing, and staff at Ontario Health at Home.

**WRITTEN NOTIFICATION: Approval by licensee**

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

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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.

A review of the applicant's admission package revealed that the applicant's request for authorization for admission to the home on a specified date in October 2025. The applicant and their placement coordinator were informed of the decision regarding the withheld admission on a specified date in October 2025, which was not within the required five business days of receiving the application.

Sources: The applicant's file and interviews with the Vice-President, Nursing, and staff at Ontario Health at Home.