

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: April 30, 2026

Inspection Number: 2026-1519-0005

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): April 20, 21, 22, 23, 24, 27, 28, 29 and 30, 2026

The following intake(s) were inspected:

- Intake #00169128 : complaint related to menu planning and food production.
- Intake #00172022 : alleged resident to resident abuse.
- Intake #00175000 : complaint related to a resident's care and participation in decision making.

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

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

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Menu planning

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

Non-compliance with: O. Reg. 246/22, s. 77 (1) (g)

Menu planning

s. 77 (1) Every licensee of a long-term care home shall ensure that the home's menu cycle,

(g) provides for a variety of foods every day, including fresh produce and local foods in season. O. Reg. 246/22, s. 390 (1).

The home's menu cycle did not provide for a variety of foods every day. Specifically, the Fall/Winter 2025 menu cycle for residents receiving pureed texture diet included whipped potatoes on a daily basis for lunch and dinner during week one; on six out of seven days for both lunch and dinner during week two and on six out of seven days for lunch and on a daily basis for dinner during week three.

Sources: review of the menu cycle and interview with Food and Nutrition Manager.

WRITTEN NOTIFICATION: Dining and snack service

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

Non-compliance with: O. Reg. 246/22, s. 79 (1) 1.

Dining and snack service

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

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1. Communication of the seven-day and daily menus to residents.

The home's dining service did not include communication of the daily menus to residents. On a specific day, three residents who were receiving regular texture diet as well as all residents receiving pureed texture diet were not informed of the choice of other available entrées for the lunch meal .

Sources: inspector's observation of lunch meal service, interview with Food and Nutrition Manager and two Personal Support Workers.