Ontario ☥

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

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Ottawa District
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Ottawa, ON, K1S 3J4
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Public Report
Report Issue Date: November 27, 2025
Inspection Number: 2025-1604-0006
Inspection Type: Complaint
Licensee: City of Ottawa
Long Term Care Home and City: Peter D. Clark Centre, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 25-27, 2025

The following intake was completed in this complaint inspection:
Intake #00163077 related to alleged staff to resident physical abuse.

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

Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Reporting certain matters to Director

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: FLTCA, 2021, s. 28 (1) 2.
Reporting certain matters to Director

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s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:
2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

During an interview with a Program Manager of Resident Care (PMRC), they indicated that they had been informed of an allegation of physical abuse involving staff and a specific resident. The allegation was reported by the resident's substitute decision maker (SDM).

The PMRC confirmed that the allegation was not reported to the Director when they became aware, as they were unable to verify specific details such as dates, times, or staff allegedly involved.

Sources: Interview with PMRC, resident records, observation of resident.