

**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> March 23, 2026
<b>Inspection Number:</b> 2026-1502-0001
<b>Inspection Type:</b> Complaint
<b>Licensee:</b> Providence Care Centre
<b>Long Term Care Home and City:</b> Providence Manor, Kingston

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 18-20, 23, 2026

The following intake(s) were inspected:

- Intake: #00168568 - Complaint related to resident care, safety, responsive behaviours and housekeeping

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

- Resident Care and Support Services
- Housekeeping, Laundry and Maintenance Services
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Reporting and Complaints

## INSPECTION RESULTS

**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

## WRITTEN NOTIFICATION: Documentation

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

**Non-compliance with: FLTCA, 2021, s. 6 (9) 1.**

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

Upon review of a resident's oral care documentation from a period of time in March, 2026, there were seven instances where documentation was omitted. During interviews, it was confirmed that it is the expectation that resident care documentation is completed.

**Sources:** Review of a resident's oral care-personal hygiene documentation in Lumeo, and interviews with a Personal Support Worker (PSW) and management.

## WRITTEN NOTIFICATION: Complaints procedure - licensee

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

**Non-compliance with: FLTCA, 2021, s. 26 (1) (c)**

Complaints procedure — licensee

s. 26 (1) Every licensee of a long-term care home shall,

(c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

On a day in January, 2026, a written complaint alleging safety and care concerns of

**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

a resident was forwarded to management. During an interview, it was confirmed this written complaint was not forwarded to the Director.

**Sources:** Review of emails, critical incidents submitted to the Director, and an interview with management.