

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

**Ottawa District**  
347 Preston Street, Suite 420  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559

<b>Original Public Report</b>	
<b>Report Issue Date: April 14<sup>th</sup> 2023</b>	
<b>Inspection Number: 2023-1578-0003</b>	
<b>Inspection Type:</b> Complaint Critical Incident System	
<b>Licensee:</b> The Corporation of the City of Kingston	
<b>Long Term Care Home and City:</b> Rideaucrest Home, Kingston	
<b>Lead Inspector</b> Erica McFadyen (740804)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

<b>INSPECTION SUMMARY</b>
<p>The inspection occurred onsite on the following date(s): March 28th-31st, April 3rd and 4th, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> <li>Complaint Intake: #00019127 - related to resident care and safety, posting of required information within the home, infection control practices, and the licensee's complaint process</li> <li>Critical Incident Intake: #00019521/ CI: M569-000008-23 related to resident to resident alleged abuse</li> </ul> <p>Patricia O'Brian (#000730) attended the inspection on March 28<sup>th</sup>-30<sup>th</sup> 2023</p>

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

- Resident Care and Support Services
- Housekeeping, Laundry and Maintenance Services
- Safe and Secure Home
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Responsive Behaviours

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Reporting and Complaints

## INSPECTION RESULTS

### Non-Compliance Remedied

**Non-compliance** was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

**NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)**  
FLTCA, 2021, s. 85 (3) (e)

During the entrance tour Inspector #740804 was unable to locate the long-term care home's procedure for initiating a complaint to the licensee. On April 3rd 2023 during an interview with DOC #100 it was stated that this information was not posted in the home, but that the information would be posted. On April 4th 2023 the required posting for the long-term care home's procedure for initiating a complaint to the licensee was observed to be posted conspicuously at the front entrance and on the entrance to the fourth floor.

#### Sources

Observations of the home, interview with DOC #100  
[740804]

Date Remedy Implemented: April 4, 2023



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

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