

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: February 23, 2026

Inspection Number: 2026-1358-0003

Inspection Type:

Proactive Compliance Inspection

Licensee: The Governing Council of the Salvation Army in Canada

Long Term Care Home and City: The Salvation Army Ottawa Grace Manor,
Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: February 19, 23, 2026

The following intake was completed during this Proactive Compliance Inspection
Generator Initiative:

- Intake: #00171010

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

Safe and Secure Home

INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the

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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)

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

Generators

s. 22 (1) Subject to subsections (2) and (3), every licensee of a long-term care home shall ensure that the home is served by a generator that is available at all times and that has the capacity to maintain, in the event of a power outage,

(c) essential services, including dietary services equipment required to store food at safe temperatures and prepare and deliver meals and snacks, equipment required to store drugs at safe temperatures and to prepare and deliver drugs, the resident-staff communication and response system, elevators and life support, safety and emergency equipment. O. Reg. 246/22, s. 22 (1); O. Reg. 66/23, s. 2.

On a specific date, an Inspector observed that the locked refrigerator containing vaccines was not plugged into an electrical outlet connected to the home's backup generator.

On the specific date, at a specific time the Inspector observed the locked vaccine refrigerator was re-located to the nursing office on the second floor of the home. The refrigerator was observed connected to an electrical outlet linked to the home's generator.

Sources: Inspector's observation, interview with a Director of Operations

Date Remedy Implemented: February 19, 2026.