

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

Amended Public Report Cover Sheet (A1)

Amended Report Issue Date: March 5, 2026
Original Report Issue Date: February 23, 2026
Inspection Number: 2026-1358-0002 (A1)
Inspection Type: Complaint
Licensee: The Governing Council of the Salvation Army in Canada
Long Term Care Home and City: The Salvation Army Ottawa Grace Manor, Ottawa

AMENDED INSPECTION SUMMARY

This report has been amended to:
The report was amended to add the inspection type (complaint) to the inspection report.

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Inspection Number: 2026-1358-0002 (A1)

Inspection Type:

Complaint

Licensee: The Governing Council of the Salvation Army in Canada

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

AMENDED INSPECTION SUMMARY

This report has been amended to:

The report was amended to add the inspection type (complaint) to the inspection report.

INSPECTION SUMMARY

The inspection occurred offsite on the following date(s): February 13, 18, 19, 2026

The following intake(s) were inspected:

Intake # 00163124 - Complainant with concerns regarding a bed refusal

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

Admission, Absences and Discharge

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AMENDED INSPECTION RESULTS

WRITTEN NOTIFICATION: Licensee consideration and approval

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

Non-compliance with: FLTCA, 2021, s. 51 (7) (b)

Authorization for admission to a home

s. 51 (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 50 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

(b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or

A written notice to the applicant dated a specified date in November 2025, stated that the home lacked the nursing capacity or expertise required to meet the applicant's care requirements.

The Assistant Director of Care (ADOC) indicated that they were not familiar with an infusion device used for a specific medical treatment. The ADOC confirmed that they did not look for external resources. They acknowledged that the nurse practitioner reached out to external resources on a specified date in November 2025, after the refusal had already been issued.

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A review of written communication revealed that external healthcare providers offered training.

Sources: The applicant's file, interview with the Assistant Director of Care.

WRITTEN NOTIFICATION: Written notice if licensee withholds approval

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

Non-compliance with: FLTCA, 2021, s. 51 (9) (b)

Authorization for admission to a home

s. 51 (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,

(b) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care;

A written notice to the applicant dated a specified date in November 2025, stated that the home lacked the nursing capacity or expertise required to meet the applicant's care requirements.

The written notice did not provide a detailed explanation of the supporting facts as they relate to both the home and the applicant's condition and requirements for care identified in the applicant's admission package.

Sources: The applicant's refusal letter.

WRITTEN NOTIFICATION: Approval by licensee

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NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 179 (3)

Approval by licensee

s. 179 (3) Subject to subsections (4) and (5), the licensee shall, within five business days after receiving the request mentioned in clause (1) (b), do one of the following:

1. Give the appropriate placement co-ordinator the written notice required under subsection 51 (8) of the Act.
2. If the licensee is withholding approval for the applicant's admission, give the written notice required under subsection 51 (9) of the Act to the persons mentioned in subsection 51 (10) of the Act.

The Assistant Director of Care indicated that they received the applicant's admission package on a specified date in October 2025. The applicant and their placement coordinator were informed of the decision regarding the withheld admission on a specified date in November 2025, which was not within the required five business days of receiving the application.

Sources: Interview with the Assistant Director of Care and the applicant's refusal letter.