

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: November 21, 2025

Inspection Number: 2025-1014-0008

Inspection Type:

Proactive Compliance Inspection

Licensee: Arch Long Term Care LP by its General Partner, Arch Long Term Care MGP, by its partners, Arch Long Term Care GP Inc. and Arch Capital Management Corporation

Long Term Care Home and City: Perth Community Care Centre, Perth

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 13, 14, 17, 18, 19, 20, 21, 2025

The following intake(s) were inspected:

- Intake: #00162283-Proactive Compliance Inspection

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

Contenance Care
Housekeeping, Laundry and Maintenance Services
Infection Prevention and Control

INSPECTION RESULTS

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COMPLIANCE ORDER CO #001 Accommodation services

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: FLTCA, 2021, s. 19 (2) (c)

Accommodation services

s. 19 (2) Every licensee of a long-term care home shall ensure that,

(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

**The inspector is ordering the licensee to comply with a Compliance Order
[FLTCA, 2021, s. 155 (1) (a)]:**

Specifically, the licensee shall ensure the following:

- 1- Develop and implement a procedure to evaluate the state of repair in all Resident Home Areas (RHAs), including but not limited to: resident wing hallways, common areas, resident rooms, resident washrooms, and tub rooms.
- 2- Conduct a review of the preventive maintenance program and perform a thorough assessment of all RHAs to identify items requiring repair, replacement, or cleaning. This includes; tub rooms, resident rooms including the washroom, floors, walls, baseboards, ceilings, window screens, and hand rails.
- 3- Create a checklist for cleaning, repairs, and replacements. The checklist should specify the location, method, responsible individuals, start and completion dates, and maintenance plans.
- 4- Develop an action plan, which includes the individual responsible for each maintenance service, method for completing the repair, status of the repair, date of completion, and how the item will be maintained.
- 5- A written record must be kept of everything required under this compliance order, until the Ministry of Long-term Care has deemed that the licensee has complied with this order.

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Grounds

On a specific date in November 2025 , during a tour of the home, the Bathurst and Lanark wings and adjoining common areas were observed to require maintenance, including holes in the window screens of two resident rooms in the Bathurst and Lanark wing, uneven or damaged flooring in the first floor common area, broken or missing hand rails in the Bathurst and Lanark hallways, damaged wall and stained tub in the Bathurst bath suite, missing baseboard in the first floor common area, stained and damaged ceiling and walls in the Bathurst and Lanark resident rooms and the first and second floor common areas, stained fixtures in the Bathurst and Lanark resident washrooms, damaged drywall in the Bathurst and Lanark resident rooms and first and second floor common areas, and broken or missing hand rails in the Bathurst and Lanark hallways.

During an interview with the Environmental Services Manager and a tour with the Maintenance Coordinator, they acknowledged that the identified areas, which included walls, ceilings, hand rails, tub, washroom fixtures, and flooring were not in a safe condition and in a good state of repair.

This order must be complied with by January 9, 2026

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

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e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

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Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.