

**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  
ottawadistrict.mlhc@ontario.ca

## Original Public Report

<b>Report Issue Date:</b> January 10, 2023	
<b>Inspection Number:</b> 2023-1019-0001	
<b>Inspection Type:</b> Complaint Critical Incident System	
<b>Licensee:</b> 0760444 B.C. Ltd. as General Partner on behalf of Omni Health Care Limited Partnership	
<b>Long Term Care Home and City:</b> West Lake Terrace, Picton	
<b>Lead Inspector</b> Wendy Brown (602)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Anna Earle (740789)	

## INSPECTION SUMMARY

The Inspection occurred on the following date(s):  
January 4 - 6, 2023

The following intake(s) were inspected:

- Log #00002751-22/CI #0997-000001-22 - regarding improper care and resident rights.
- Log #00008869-22/CI #0997-000006-22 - regarding a fall with injury.
- Log #00015502-22 - complaint regarding alleged staff to resident emotional abuse, improper care and resident rights

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

Falls Prevention and Management  
Infection Prevention and Control  
Resident Care and Support Services

## INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.