

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: July 24, 2025

Inspection Number: 2025-1019-0002

Inspection Type:

Critical Incident

Licensee: Omni Quality Living (East) Limited Partnership by its general partner,
Omni Quality Living (East) GP Ltd.

Long Term Care Home and City: West Lake Terrace, Picton

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 23, 24, 2025

The following intake(s) were inspected:

- Intake: #00151897 CIS #0997-000002-25 - Environmental Hazard -
Failure/breakdown of major system - Call bells not working (no sound).

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

Safe and Secure Home

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.