

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: September 16, 2025

Inspection Number: 2025-1019-0003

Inspection Type:

Complaint

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): September 9 - 12, and 15 - 16, 2025

The following intake(s) were inspected:

-Intake: #00153939 - CI #0997-000004-25 - Breakdown of the resident-staff communication and response system

-Intake: #00155963 - Complaint regarding the breakdown of the resident-staff communication and response system, nutrition services, and smoking concerns

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

Food, Nutrition and Hydration

Safe and Secure Home

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

INSPECTION RESULTS

WRITTEN NOTIFICATION: Communication and response system

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

Non-compliance with: O. Reg. 246/22, s. 20 (g)

Communication and response system

s. 20. Every licensee of a long-term care home shall ensure that the home is equipped with a resident-staff communication and response system that,
(g) in the case of a system that uses sound to alert staff, is properly calibrated so that the level of sound is audible to staff.

The licensee has failed to ensure that their resident-staff communication and response system, which is a system that uses sound as a component to alert staff, was audible to staff.

A Critical Incident System (CIS) Report was submitted to the Director on a specified day in July 2025, to report that the resident-staff communication and response system was not functioning properly.

On a specified day in September 2025, a staff member confirmed that the resident-staff communication and response system was still not fully functional. On a subsequent specified day in September 2025, the resident-staff communication and response system was repaired to full functionality.

Sources: Inspector's observations and interviews with a staff member

WRITTEN NOTIFICATION: Dining and snack service

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

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

Non-compliance with: O. Reg. 246/22, s. 79 (1) 5.

Dining and snack service

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

5. Food and fluids being served at a temperature that is both safe and palatable to the residents.

The licensee has failed to comply with their written policy related to recording food temperatures, specifically, staff did not comply with the licensee's policy Temperature Danger Zone Corrective Actions, which indicates that the temperature of potentially hazardous hot and cold foods shall be taken and recorded at 3 phases of the production process.

In accordance with O. Reg 246/22, s. 11 (1) b, the licensee is required to ensure that their written policies related to nutritional care are complied with.

Upon review of the home's Temperature Report documentation from specified dates in August to September 2025, it was identified that on a specified number of days there were no recorded food temperatures; at any phase of the production process, for breakfast, lunch or dinner meals.

Sources: Review of the licensee's policy Temperature Danger Zone Corrective Action, review of the home's Temperature Report documentation, and an interview with a staff member

WRITTEN NOTIFICATION: Nutrition manager

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

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

Non-compliance with: O. Reg. 246/22, s. 81 (2)

Nutrition manager

s. 81 (2) The licensee shall ensure that every nutrition manager is an active member of the Canadian Society of Nutrition Management or a registered dietitian. O. Reg. 66/23, s. 17 (1).

The licensee has failed to ensure that the home's Nutrition Care Manager (NCM) is an active member of the Canadian Society of Nutrition Management.

Sources: Review of NCM's Employment Agreement; and interviews with staff members