

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: October 30, 2025

Inspection Number: 2025-1019-0004

Inspection Type:

Complaint

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): October 27 - 30, 2025

The following intake(s) were inspected:

-Intake: #00158088 - Complaint regarding resident care

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

Resident Care and Support Services
Staffing, Training and Care Standards

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.