

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

Original Public Report

Report Issue Date: July 15, 2024

Inspection Number: 2024-1417-0003

Inspection Type:

Other

Complaint

Licensee: Royal Ottawa Health Care Group

Long Term Care Home and City: Royal Ottawa Place, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 11, 12, 15, 2024.

The following intake(s) were inspected:

- Intake: 00109585 complaint regarding incorrect diet texture.
- Intake: 00121145 related to Emergency Planning Annual Attestation

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services
Infection Prevention and Control
Safe and Secure Home

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Safe and Secure Home

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

Non-compliance with: O. Reg. 246/22, s. 270 (3)

Attestation

s. 270 (3) The licensee shall ensure that the attestation is submitted annually to the Director.

The licensee has failed to ensure that the home's 2023 annual emergency planning attestation form was prepared and submitted to the Director.

Sources:

The home's 2023 emergency planning attestation form; memo to the sector dated November 14, 2022; interviews with the Family Service Coordinator and Administrator.