

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: May 28, 2025

Inspection Number: 2025-1617-0005

Inspection Type:

Critical Incident

Licensee: City of Ottawa

Long Term Care Home and City: Garry J. Armstrong Home, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 21, 22, 23, 26, 27, 28, 2025

The following intake(s) were inspected:

Intake: #00144015 - CI: 622-000015-25 - related to alleged financial abuse of a resident by staff.

Intake: #00145290 - CI: 622-000022-25 - related to alleged personal care neglect of a resident by staff.

Intake: #00145503 - CI: 622-000023-25 - related to the alleged emotional abuse of a resident by

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

Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee has failed to ensure that continence care was provided to the resident as specified in their plan of care when, on a specific date, continence care was not provided several hours beyond their plan of care indicated, as confirmed by staff.

Sources: resident's health care record and interview with staff.