

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: November 4, 2025

Inspection Number: 2025-1371-0005

Inspection Type:

Complaint
Critical Incident

Licensee: Santé Montfort

Long Term Care Home and City: Montfort, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 28, 29, 30, 31, 2025

The following intake(s) were inspected:

- Intake: #00158172 - Complaint related to specific pest in the home
- Intake: #00159930 - Critical Incident #2886-000042-25 - Unexpected death of a resident.

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

Housekeeping, Laundry and Maintenance Services
Food, Nutrition and Hydration

INSPECTION RESULTS

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WRITTEN NOTIFICATION: General requirements

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

Non-compliance with: O. Reg. 246/22, s. 34 (1) 1.

General requirements

s. 34 (1) Every licensee of a long-term care home shall ensure that the following is complied with in respect of each of the organized programs required under sections 11 to 20 of the Act and each of the interdisciplinary programs required under section 53 of this Regulation:

1. There must be a written description of the program that includes its goals and objectives and relevant policies, procedures and protocols and provides for methods to reduce risk and monitor outcomes, including protocols for the referral of residents to specialized resources where required.

The licensee has failed to ensure that as per the Fixing Long- Term Care Act, 2021, s. 19 and Ontario Regulation 246/22, s. 94 the licensee must ensure there is a written pest control program that includes relevant policies and procedures. This includes policies for a preventative pest control program as well as procedures specifically related to requirements for immediate action to deal with pests. As per Ontario Regulation 246/22, s. 11 (1) (b), prescribed policy and procedures must be complied with.

The licensee has failed to comply with their pest control program policy #ES-G-20-00, dated August 31, 2023 that required staff to "record the location, number and description of all pest/rodents sighted".

As part of a complaint inspection, non registered staff indicated seeing a specific pest and did not report or document the incident anywhere. A specific incident occurred in the past involving food and pest and the incident was not documented as per policy.

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Sources: Environmental Manager, Director of Care, Nutrition Manager and non
registered nursing staff