

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: December 1, 2025

Inspection Number: 2025-1371-0006

Inspection Type:

Proactive Compliance Inspection

Licensee: Santé Montfort

Long Term Care Home and City: Montfort, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 25, 26, 27, 28, 2025 and December 1, 2025

The following intake(s) were inspected:

- Intake: #00163452 - Pro-active Compliance Inspection.

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

Continence Care

Food, Nutrition and Hydration

Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Menu planning

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

Non-compliance with: O. Reg. 246/22, s. 77 (2) (c) (ii)

Menu planning

s. 77 (2) The licensee shall ensure that, prior to being in effect, each menu cycle,
(c) is approved for nutritional adequacy by a registered dietitian who is a member of
the staff of the home, and who must take into consideration,
(ii) the residents' preferences.

The current Fall/Winter menu cycle, which was approved for nutritional adequacy
in October 2025, was implemented without taking the residents' preferences into
consideration.

Three weeks after all menu items have been served, substitutions were made, and
the Food Committee minutes showed the residents expressed specified concerns.
The Registered Dietitian (RD), had not been given opportunity to approve the revised
menu taking in consideration the residents preferences.

Sources: Review of the Menu evaluation and approval tool, Fall /Winter menu
cycle, Residents' Food Committee minutes, and RD menu revision notes. Interview
with staff members.

WRITTEN NOTIFICATION: Menu planning

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

Non-compliance with: O. Reg. 246/22, s. 77 (5)

Menu planning

s. 77 (5) The licensee shall ensure that the planned menu items are offered and
available at each meal and snack. O. Reg. 246/22, s. 390 (1).

The planned menu items for minced and pureed texture were not offered and not

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available during afternoon (PM) and before bed (HS) snack services.

On two occasions during identified snack services, the residents requiring pureed and minced texture were offered different snack menu items instead of the planned Fall/Winter menu items served to residents on regular texture diet.

Sources: PM snack service's observation. Review of menu cycle, residents' MealSuite snack menu. Interviews with staff members.

WRITTEN NOTIFICATION: Food production

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

Non-compliance with: O. Reg. 246/22, s. 78 (2) (c)

Food production

s. 78 (2) The food production system must, at a minimum, provide for,
(c) standardized recipes and production sheets for all menus;

The food production system did not provide for standardized recipes for specified menu items prepared for identified meal and snack services on a day in the Fall/Winter menu cycle.

Sources: Observation of menu items preparation. Review of the specified recipe. Interviews with staff members.

WRITTEN NOTIFICATION: Food production

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 78 (2) (d)

Food production

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s. 78 (2) The food production system must, at a minimum, provide for,
(d) preparation of all menu items according to the planned menu;

The food production system did not provide for, preparation of a specified menu item according to the planned menu. The specified menu item served to residents contained different ingredients than the one outlined in the standardized recipe.

Sources: Lunch service observation, review of a specified menu item, and interview with a staff member.

WRITTEN NOTIFICATION: Food production

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 78 (2) (f)

Food production

s. 78 (2) The food production system must, at a minimum, provide for,
(f) communication to residents and staff of any menu substitutions.

The food production system did not provide for communication to residents and staff of any menu substitutions. During a day in the Fall/Winter menu cycle, the menu item on the seven-day and daily posted menu was different from the menu item served to the residents. This substitution was not communicated to the residents prior to the meal service.

Sources: Review of week 2 of the Fall/Winter menu cycle. Interview with staff members.

WRITTEN NOTIFICATION: Dining and snack service

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NC #006 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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

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:

1. Communication of the seven-day and daily menus to residents.

The home had a dining and snack service that did not include, at a minimum, the communication of the seven-day and daily snack menus to residents.

Specifically, the snack menu was not displayed on MealSuite tablet used by staff members during snack services. The residents were not aware of the snack menu, as it was not posted in the home or shared individually with the residents.

Sources: PM snack's observation. Review of week 2 of the snack menu cycle.
Interview with staff members.