

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: March 24, 2026

Inspection Number: 2026-1371-0002

Inspection Type:

Critical Incident

Licensee: Santé Montfort

Long Term Care Home and City: Montfort, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 12, 13, 17, 18, 19, 20, 23, 2026.

The following critical incidents (CI) were inspected:

-Intake: #00164711 - CI#2886-000049-25 related to an outbreak.

-Intake: #00169079 - CI#2886-000003-26 related to an incident resulting in an injury.

-Intake: #00171243 - CI#2886-000006-26 related to an unexpected death of resident.

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

Resident Care and Support Services
Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Required Programs

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

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Non-compliance with: O. Reg. 246/22, s. 53 (1) 1.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

1. A falls prevention and management program to reduce the incidence of falls and the risk of injury.

In accordance with O. Reg 246/22, s. 11 (1) (b), the licensee is required to ensure that written policies developed for the falls prevention and management program were complied with. Specifically, the home's falls policy indicated that for each fall immediately notify the physician/nurse practitioner if a head injury is suspected, or if a medical change or immediate intervention is needed.

On a specific day in February 2026, a resident sustained a fall that resulted in a change in their condition. At the time of the incident, the staff did not notify the resident's physician of their fall and change in condition.

Source: Resident health records, home's investigation notes, home's fall prevention policy and interview with staff.