

**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:** February 10, 2025

**Inspection Number:** 2025-1367-0001

**Inspection Type:**

Proactive Compliance Inspection

**Licensee:** 0760444 B.C. Ltd. as General Partner on behalf of Omni Health Care Limited Partnership

**Long Term Care Home and City:** Garden Terrace, Kanata

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 21, 22, 23, 24, 27, 28, 29, 30, 31, 2025 and February 4, 5, 2025

The following intake(s) were inspected:

- Intake: #00137608 - Proactive Compliance Inspection

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

Skin and Wound Prevention and Management  
Resident Care and Support Services  
Medication Management  
Food, Nutrition and Hydration  
Residents' and Family Councils  
Infection Prevention and Control  
Safe and Secure Home  
Prevention of Abuse and Neglect  
Quality Improvement  
Staffing, Training and Care Standards  
Residents' Rights and Choices

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Pain Management

## INSPECTION RESULTS

### COMPLIANCE ORDER CO #001 Air temperature

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

**Non-compliance with: O. Reg. 246/22, s. 24 (1)**

Air temperature

s. 24 (1) Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius.

**The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:**

The licensee shall:

A) Review and assess all components of the heating system to ensure all components are in good repair and can provide and maintain all areas of the home at a minimum temperature of 22 degrees Celsius.

B) Develop and implement a physical method to secure thermostats in order to prevent lowering of the air temperature below 22 degrees Celsius.

C) Expand daily air temperature monitoring at least once in the morning, once every afternoon between 1200 hours and 1700 hours and once every evening or night to four resident bedrooms per home area that are located in different areas of the home area. The expanded air temperature monitoring shall continue for at least two weeks and until the air temperature is maintained to a minimum temperature of 22 degrees Celsius.

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D) Develop and implement a written procedure that outlines corrective actions to be taken in the event that temperature monitoring indicates that the air temperature is less than 22 degrees Celsius in any area of the home, on all shifts. For each shift, a member of the leadership team is to sign off on review of the documented air temperatures and to describe corrective actions taken as applicable.

A written record must be kept of everything required under this compliance order.

**Grounds**

The licensee has failed to ensure that the home was maintained at a minimum temperature of 22 degrees Celsius.

The temperature report provided for a two-week period identified a temperature of 21.5 degrees Celsius in at least one area of the home on ten dates during that time period. The areas of the home that experienced a temperature of 21.5 degrees Celsius included four resident rooms, and two dining rooms.

The Maintenance Manager identified that the fresh air heating system may not be able to heat the air to a minimum of 22 degrees during periods of extreme cold outdoor weather. In this situation, the radiant heat system, which is controlled by the wall-mounted thermostats, would maintain the minimum air temperature of 22 degrees Celsius. However, observations of the thermostats in eight resident bedrooms showed the temperature was set below 22 degrees Celsius and would not activate the radiant heat panels to maintain the required minimum temperature.

**Sources:** Observation on resident home areas; Temperature monitoring report; interviews with a resident, Personal Support Workers, and the Maintenance Manager.

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**This order must be complied with by** March 21, 2025

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## REVIEW/APEAL INFORMATION

**TAKE NOTICE** The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> floor  
Toronto, ON, M7A 1N3  
e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

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If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

**Health Services Appeal and Review Board**

Attention Registrar  
151 Bloor Street West, 9<sup>th</sup> Floor  
Toronto, ON, M5S 1S4

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**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
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Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).