

**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**

<b>Report Issue Date:</b> December 2, 2025
<b>Inspection Number:</b> 2025-1367-0004
<b>Inspection Type:</b> Complaint Critical Incident
<b>Licensee:</b> Omni Quality Living (East) Limited Partnership by its general partner, Omni Quality Living (East) GP Ltd.
<b>Long Term Care Home and City:</b> Garden Terrace, Kanata

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): November 25-27, 2025 and December 1-2, 2025

The following intake(s) were inspected:

- Intake: #00160861 - 2882-000044-25 - Alleged staff-to-resident verbal abuse
- Intake: #00162714 - 2882-000051-25 - Resident-to-resident physical abuse
- Intake: #00162771 - PC-2025-0005133 - Complainant with concerns regarding a resident's care

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

- Resident Care and Support Services
- Medication Management
- Safe and Secure Home

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Prevention of Abuse and Neglect  
Responsive Behaviours

## INSPECTION RESULTS

### 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.

A resident's supervisory staff member was not with the resident at all times, on a specified date, as specified in the resident's plan of care.

Specifically, a resident's supervisory staff member was not with the resident when they had an altercation with another resident on a specified day.

Sources:

A resident's care plan;

a resident's electronic chart;

The home's interview with a registered nurse;

Interviews with a supportive care staff member and the Executive Director.