

**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:** January 29, 2026

**Inspection Number:** 2026-1367-0002

**Inspection Type:**  
Complaint

**Licensee:** Omni Quality Living (East) Limited Partnership by its general partner,  
Omni Quality Living (East) GP Ltd.

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

## INSPECTION SUMMARY

The inspection occurred offsite on the following date(s): January 15, 19, 20, and 28, 2026

The following intake(s) were inspected:

- Intake: #00165929 - Complainant with concerns regarding a bed refusal

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

Admission, Absences and Discharge

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Licensee consideration and approval

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

**Non-compliance with: FLTCA, 2021, s. 51 (7) (a)**

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Authorization for admission to a home

s. 51 (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 50 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

(a) the home lacks the physical facilities necessary to meet the applicant's care requirements;

A written notice to the applicant stated that the home lacked the physical facilities and necessary surveillance system to meet the applicant's care requirements related to their responsive behaviours, and also indicated that the staff are not adequately prepared to support the level of intervention necessary to manage the applicant's current needs.

The Director of Care indicated that the staff received Gentle Persuasive Approaches (GPA) training and staff of the home were trained in the areas of responsive behavioural management.

A review of the applicant's assessments revealed that the applicant's responsive behaviours have been stabilized, with no active behavioural incidents reported since the identified month and which was also confirmed by staff at Ontario Health at Home.

**Sources:** The applicant's file and interviews with the Director of Care from the home and staff at Ontario Health at Home.