

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 17, 2024

Inspection Number: 2024-1417-0005

Inspection Type:
Complaint
Critical Incident

Licensee: Royal Ottawa Health Care Group

Long Term Care Home and City: Royal Ottawa Place, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 10, 11, 12, 16, 17, 2024

The following intake(s) were inspected:

- Intake #00133465 complaints related to nutrition, medication, and maintenance service.
- Intake #00131484 CI: 2933-00005-24 related to alleged staff to resident emotional abuse.

The following Inspection Protocols were used during this inspection:

Food, Nutrition and Hydration
Housekeeping, Laundry and Maintenance Services
Medication Management
Infection Prevention and Control
Prevention of Abuse and Neglect

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INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.



Inspection Report Under the
Fixing Long-Term Care Act, 2021

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