

**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**London District**  
130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

## Original Public Report

<b>Report Issue Date:</b> June 27, 2023	
<b>Inspection Number:</b> 2023-1062-0003	
<b>Inspection Type:</b> Post-Occupancy	
<b>Licensee:</b> 1230839 Ontario Limited	
<b>Long Term Care Home and City:</b> Brouillette Manor, Tecumseh	
<b>Lead Inspector</b> Julie DAlessandro (739)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 23 and 26, 2023

The following intake(s) were inspected:

- Intake: #00090651 - Post occupancy intake - last resident moved in June 14, 2023.
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The following **Inspection Protocols** were used during this inspection:

Food, Nutrition and Hydration  
Safe and Secure Home  
Infection Prevention and Control

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Communication and Response System

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

Non-compliance with: O. Reg. 246/22, s. 20 (g)

The licensee failed to ensure that the home was equipped with a resident-staff communication and response system that was properly calibrated so that the level of sound was audible to staff in the dining room during meal service.

Inspector #739 pulled a call bell in a resident room on the North and South wing and was unable to hear the call bell in the dining room. Staff who were present in both dining rooms at meal service acknowledged that they also could not hear the call bell.

Sources: Observations of North and South dining rooms and staff interviews.

[739]