



**Inspection Report
under the *Long-Term
Care Homes Act, 2007***

**Rapport d'inspection
prévue le *Loi de 2007
les foyers de soins de
longue durée***

Ministry of Health and Long-Term Care

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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**Ministère de la Santé et des Soins de
longue durée**

Division de la responsabilisation et de la performance du
système de santé

Direction de l'amélioration de la performance et de la
conformité

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection March 23, 2011	Inspection No/ d'inspection 2011_126_9511_23mar111210	Type of Inspection/Genre d'inspection Critical incident Log # -001964
Licensee/Titulaire City of Ottawa 275 Perrier Street Ottawa, ON K1L 5C6 Fax: 613-746-5572		
Long-Term Care Home/Foyer de soins de longue durée Centre D'accueil Champlain 275 Perrier Street Ottawa, ON K1L 5C6 Fax: 613-746-5572		
Name of Inspector(s)/Nom de l'inspecteur(s) Linda Harkins #126		
Inspection Summary/Sommaire d'inspection		



The purpose of this inspection was to conduct an inspection related to a critical incident (actual/potential abuse).

During the course of the inspection, the inspector spoke with: the Director of Care and the resident.

During the course of the inspection, the inspector reviewed the resident health record, the investigation note from the Director of Care; observe the care provided to the resident.

The following Inspection Protocols were used in part or in whole during this inspection:

- Dignity, Choice and Privacy
- Personal support services
- Prevention of abuse and neglect and retaliation

Finding of Non-Compliance was found during this inspection. The following action was taken:

1 WN

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

- WN – Written Notifications/Avis écrit
- VPC – Voluntary Plan of Correction/Plan de redressement volontaire
- DR – Director Referral/Régisseur envoyé
- CO – Compliance Order/Ordres de conformité
- WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Non-compliance with requirements under the *Long-Term Care Homes Act, 2007* (LTCHA) was found. (A requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA.)

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with LTCHA, 2007, c. 8, s. 3 (1). Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.

Findings:

1. On the night shift of October 4, 2011, a resident reported to be pushed back in a lazy boy by a Registered Practical Nurse and the leg rest of the chair was brusquely lowered.
2. On the night shift of October 4, 2011, the resident stated to be treated roughly by a Registered



Practical Nurse.

Inspector ID #: 126

Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division
representative/Signature du (de la) représentant(e) de la Division de la
responsabilisation et de la performance du système de santé.

Title: Date:

Date of Report: (if different from date(s) of inspection).

May 9, 2011