

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

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

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

**Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jun 2, 2021	2021_583117_0011	021351-20	Complaint

Licensee/Titulaire de permis

City of Ottawa
Community and Social Services, Long Term Care Branch 200 Island Lodge Road Ottawa
ON K1N 5M2

Long-Term Care Home/Foyer de soins de longue durée

Centre d'Accueil Champlain
275 Perrier Street Vanier ON K1L 5C6

Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs

LYNE DUCHESNE (117)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): May 5, 6, 7, 10,11, 12, 13,14, 17, 18, 19, 20, 25 and 27, 2021

This inspection is in regards to complaint log # 021351-20 related resident care and services, fall prevention, pain management, nutrition and hydration services as well as to visitor restrictions as a result of the pandemic.

During the course of the inspection, the inspector(s) spoke with the Administrator, Program Managers for Personal Care and Resident Care, an attending Physician, the Infection Control Lead, several Registered Nurses (RNs), several Registered Practical Nurses (RPNs), several Personal Support Workers (PSWs), a Registered Dietitian (RD), a Food Service Manager and Food Service Supervisors, Physiotherapist and Physiotherapy Aide, Housekeeping Staff, Ottawa Public Health representatives and to several residents.

During the course of the inspection, the Inspector(s) reviewed resident health care records, reviewed medication administration records, observed and reviewed infection control practices and housekeeping practices, observed provision of resident meal services, reviewed Ontario Chief Medical Officer of Health Directives #3, reviewed City of Ottawa communication regarding visitor restrictions as a result of the pandemic.

The following Inspection Protocols were used during this inspection:

**Falls Prevention
Infection Prevention and Control
Nutrition and Hydration
Pain
Personal Support Services
Safe and Secure Home**

During the course of this inspection, Non-Compliances were not issued.

**0 WN(s)
0 VPC(s)
0 CO(s)
0 DR(s)
0 WAO(s)**

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

Issued on this 3rd day of June, 2021

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

Original report signed by the inspector.