

**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 4, 2025

**Inspection Number:** 2025-1488-0008

**Inspection Type:**

Proactive Compliance Inspection

**Licensee:** Centre d'Accueil Roger Seguin

**Long Term Care Home and City:** Centre d'Accueil Roger Seguin, Clarence Creek

## INSPECTION SUMMARY

The inspection occurred onsite on the following dates: November 17- 20, 2025

The following intake(s) were inspected:

- Intake: #00162678 - Proactive compliance Inspection

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

Infection Prevention and Control  
Pain Management  
Recreational and Social Activities

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Plan of Care

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

**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

**Non-compliance with: FLTCA, 2021, s. 6 (2)**

Plan of care

s. 6 (2) The licensee shall ensure that the care set out in the plan of care is based on an assessment of the resident and on the needs and preferences of that resident.

The care set out in the plan of care was not based on an assessment of specific residents needs and preferences. Their care plans related to activity patterns and pursuits did not address their assessed needs and preferences as posted in their rooms.

**Sources:** Review of specific resident's care plan. Staff interviews.

**WRITTEN NOTIFICATION: General Requirements for Programs**

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 34 (1) 1.**

General requirements

s. 34 (1) Every licensee of a long-term care home shall ensure that the following is complied with in respect of each of the organized programs required under sections 11 to 20 of the Act and each of the interdisciplinary programs required under section 53 of this Regulation:

1. There must be a written description of the program that includes its goals and objectives and relevant policies, procedures and protocols and provides for methods to reduce risk and monitor outcomes, including protocols for the referral of residents to specialized resources where required.

A written description of the pain management program that includes goals, objectives and monitoring of outcomes, was not complied with.

The Executive Director of Care indicated that the home did not currently have a

**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

dedicated written pain management program.

**Sources:** interview with EDOC, review of Palliative Care/End of life program, Skin and Wound program , Falls program.

## **WRITTEN NOTIFICATION: Recreational and social activities program**

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

### **Non-compliance with: O. Reg. 246/22, s. 34 (1) 3.**

General requirements

s. 34 (1) Every licensee of a long-term care home shall ensure that the following is complied with in respect of each of the organized programs required under sections 11 to 20 of the Act and each of the interdisciplinary programs required under section 53 of this Regulation:

3. The program must be evaluated and updated at least annually in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices.

The organized recreational and social activities program was not evaluated and updated at least annually. Specifically the description of the program that includes its goals and objectives and relevant policies, procedures and protocols were last reviewed in May 2017.

**Sources:** Review of Politiques et procedures du departement des loisirs. The Administrator's statement.

## **WRITTEN NOTIFICATION: Religious and spiritual practices**

**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

## Program

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 91 (1)**

Religious and spiritual practices

s. 91 (1) This section applies to the organized program for the home to give residents reasonable opportunity to practise their religious and spiritual beliefs required under section 18 of the Act.

The residents were not given reasonable opportunity to practice their religious and spiritual beliefs when arrangements were not made for one-to-one visitation after the mass.

**Sources:** interview with Administrator, review of the Recreation and Social Activity program.