



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

**Rapport d'inspection  
prévue la *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

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Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

<b>Date(s) of inspection/Date de l'inspection</b> September 21, 23, 2010	<b>Inspection No/ d'inspection</b> 2010_126_2746_20Sep113230	<b>Type of Inspection/Genre d'inspection</b> Complaint o-000791
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**Licensee/Titulaire**  
Genesis Gardens Inc.  
438 Presland Road  
Ottawa, ON K1K 2B5  
Fax 613-443-5950

**Long-Term Care Home/Foyer de soins de longue durée**  
Foyer St-Viateur Nursing Home, 1003 Limoges Road South, Limoges, Ontario K0A 2M0 Fax: 613-443-5950

**Name of Inspector(s)/Nom de l'inspecteur(s)**  
Linda Harkins (ID 126)

**Inspection Summary/Sommaire d'inspection**

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

During the course of the inspection, the inspector spoke with: the resident, Jeanne Daze (Director of care), Richard Marleau (Administrator) and Paula McDonald (Inspector).

During the course of the inspection, the inspector visited the resident, reviewed the Health Record and observed interactions between Nursing staff and residents.

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

- Contenance Care and Bowel Management IP
- Personal Support Services IP
- Prevention of Abuse, Neglect and Retaliation IP
- Reporting of complaint IP

There are no findings of Non-Compliance as a result of this inspection.

Findings of Non-Compliance were 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.)

**WN #1:** The Licensee has failed to comply with O. Reg. 79/10, s.101(1)1

The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.

**Findings:**

Mr. Marleau (Administrator) received an email on August 7, 2010 from the informant. He answered the informant back on August 23, on his return from his holiday.

**Inspector ID #:** Linda Harkins ID#126

Signature of Licensee or Representative of Licensee  
Signature du Titulaire ou 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.

*L Harkins Oct 14, 2010*

**Title:** **Date:**

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