

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

Original Public Report

Report Issue Date: July 4, 2024	
Inspection Number: 2024-1523-0004	
Inspection Type: Critical Incident Follow up	
Licensee: The Ottawa Jewish Home for the Aged	
Long Term Care Home and City: Hillel Lodge, Ottawa	
Lead Inspector Megan MacPhail (551)	Inspector Digital Signature
Additional Inspector(s) Gurkirat Brar (000810)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 27 and 28, 2024, and July 3 and 4, 2024.

The following intake(s) were inspected:

- Intake: #00114239 / Critical Incident System (CIS) report 3029-000011-24 was related to an allegation of staff to resident abuse.
- Intake: #00114367 / CIS report 3029-000010-24 was related to a missing resident.
- Intake: #00114547 was follow up #1 to Compliance Order (CO) #001 from inspection #2024-1523-0002 related to O. Reg 246/22, s. 12 (1) 3., with a Compliance Due Date (CDD) of May 17, 2024.

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Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2024-1523-0002 related to O. Reg. 246/22, s. 12 (1) 3. inspected by Megan MacPhail (551)

The following Inspection Protocols were used during this inspection:

- Safe and Secure Home
- Infection Prevention and Control
- Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Policy to Promote Zero Tolerance

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

Non-compliance with: FLTCA, 2021, s. 25 (1)

Policy to promote zero tolerance

s. 25 (1) Without in any way restricting the generality of the duty provided for in section 24, every licensee shall ensure that there is in place a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with.

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The licensee has failed to comply with the policy to promote zero tolerance of abuse and neglect of residents.

"Sexual abuse" is defined as any consensual or non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation that is directed towards a resident by a licensee or staff member.

As per the licensee's policy titled Zero Tolerance of Resident Abuse and Neglect: Response and Reporting, at minimum, any individual who has witnessed or suspects abuse or neglect of a resident must notify management immediately.

A resident reported an allegation of sexual abuse to a staff member. The staff member did not report the alleged incident until the next day, at which time the home's process for dealing with such an allegation, as per their policy, was initiated.

Sources: Zero Tolerance of Resident Abuse and Neglect: Response and Reporting policy and interview with a staff member.

[551]