

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: November 5, 2024

Inspection Number: 2024-1523-0005

Inspection Type:

Complaint

Critical Incident

Licensee: The Ottawa Jewish Home for the Aged

Long Term Care Home and City: Hillel Lodge, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 22, 23, 24, 28, 30, 31, 2024 and November 4, 5, 2024

The following intake(s) were inspected:

- Intake: #00124075 – [CI: 3029-000019-24] related to written complaint to the home regarding care and services
- Intake: #00125874 – [CI:3029-000025-24] related to a missing resident
- Intake: #00125223 – complaint related to care and service, resident's weight, dietary services, personal items, and communication with the home

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services

Food, Nutrition and Hydration

Housekeeping, Laundry and Maintenance Services

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Infection Prevention and Control
Safe and Secure Home
Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: Nutritional care and hydration programs

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

Non-compliance with: O. Reg. 246/22, s. 74 (2) (e) (i)

Nutritional care and hydration programs

s. 74 (2) Every licensee of a long-term care home shall ensure that the programs include,

(e) a weight monitoring system to measure and record with respect to each resident,

(i) weight on admission and monthly thereafter, and

The licensee has failed to comply with the home's Height and Weight Monitoring policy by not monitoring a resident's weight for the months of March and April 2024.

In accordance with O. Reg 246/22 s. 11 (1) b, where the Act or the Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any program, the licensee is required to ensure that the program is complied with.

Specifically, the staff did not comply with the licensee's policy titled Height and

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Weight Monitoring, which indicated that all residents will be weighed on admission and monitored at least once a month thereafter and weight and re-weight are recorded in the resident's health care records.

Sources: A review of licensee's policy titled Height and Weight Monitoring; the resident's clinical records and interview with the Registered Dietitian.



Inspection Report Under the
Fixing Long-Term Care Act, 2021

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