



**Ministry of Health and
Long-Term Care**
**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Ministère de la Santé et des
Soins de longue durée**
**Rapport d'inspection
prévue le Loi de 2007 les
foyers de soins de longue**

Health System Accountability and Performance
Division

Performance Improvement and Compliance Branch

Division de la responsabilisation et de la
performance du système de santé

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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection	
May 4, 17, 2011	2011_034117_0006	Complaint	Log # 0-000350
Licensee/Titulaire de permis			
BRUYERE CONTINUING CARE INC. 43 BRUYERE STREET, OTTAWA, ON, K1N-5C8			
Long-Term Care Home/Foyer de soins de longue durée			
RESIDENCE SAINT- LOUIS 879 CHEMIN PARC HIAWATHA, OTTAWA, ON, K1C-2Z6			
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.

During the course of the inspection, the inspector(s) spoke with the home's Senior Director Residential Services and Administrator, the home's Director of Care, the Assistant Director of Care, to a Registered Nurse, to a Registered Practical Nurse, to a Personal Support Worker and to a Housekeeper.

During the course of the inspection, the inspector(s) reviewed an identified resident's health care record and reviewed the home's call bell response system reports.

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

Hospitalization and Death

Medication

Personal Support Services

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

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES



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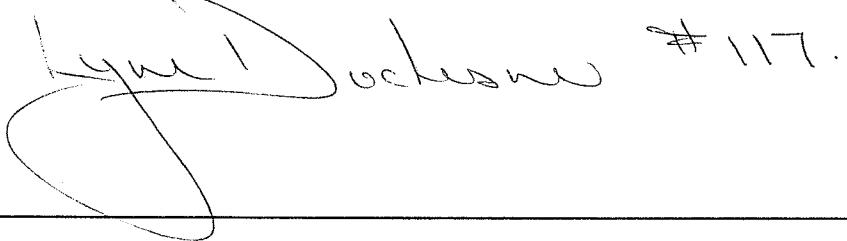
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Definitions	Définitions
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités
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.)	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.)
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this 17th day of May, 2011

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



Lynne Ochesne #117.