

**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:** May 14, 2025

**Inspection Number:** 2025-1508-0003

**Inspection Type:**

Critical Incident  
Follow up

**Licensee:** Bruyère Continuing Care Inc.

**Long Term Care Home and City:** Residence Saint-Louis, Ottawa

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 5, 6, 8, 9, 13, 14, 2025.  
The inspection occurred offsite on the following date(s): May 9, 2025.

The following Critical Incident (CI) intake(s) were inspected:

- Intake: #00138688 related to improper/incompetent treatment of a resident.
- Intake: #00139523 related to a respiratory outbreak.
- Intake: #00143450 related to neglect of resident.
- Intake: #00144453 related to neglect of resident.

The following Critical Incident (CI) intake(s) were inspected:

- Intake: #00140493 related to follow-up #: 1 to Compliance Order (CO) #002, related to O. Reg. 246/22, s. 55 (2) (b) (iv), issued February 20, 2025, with an original Compliance Due Date (CDD) of April 3, 2025, which has been approved for an extension to April 17, 2025.

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- Intake: #00140494 related to follow-up #: 1 to Compliance Order (CO) #001, related to FLTCA, 2021, s. 6 (4) (a), issued February 20, 2025, with an original Compliance Due Date (CDD) of April 3, 2025, which has been approved for an extension to April 17, 2025.

## Previously Issued Compliance Order(s)

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

Order #002 from Inspection #2025-1508-0001 related to O. Reg. 246/22, s. 55 (2) (b) (iv)

Order #001 from Inspection #2025-1508-0001 related to FLTCA, 2021, s. 6 (4) (a)

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

Skin and Wound Prevention and Management  
Resident Care and Support Services  
Infection Prevention and Control  
Pain Management  
Falls Prevention and Management

## INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.