

**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:** June 27, 2025

**Inspection Number:** 2025-1508-0004

**Inspection Type:**

Complaint

Critical Incident

**Licensee:** Bruyère Health/Santé Bruyère

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

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 23- 27, 2025

The following Critical incident (CI) intake was inspected:

Intake: #00144593/3013-000019-25 - Enteric outbreak

The following Complaint intakes were inspected:

Intake: #00149396 - Ombudsman complaint related to resident care

Intake: #00148439 - related to resident bathing

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

Resident Care and Support Services

Infection Prevention and Control

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Bathing

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

**Non-compliance with: O. Reg. 246/22, s. 37 (1)**

Bathing

s. 37 (1) Every licensee of a long-term care home shall ensure that each resident of the home is bathed, at a minimum, twice a week by the method of their choice and more frequently as determined by the resident's hygiene requirements, unless contraindicated by a medical condition.

The licensee has failed to ensure that a resident was bathed, at a minimum, twice a week by the method of their choice.

Resident care records were reviewed for a specific three week period and had indicated that they had not received their scheduled twice-weekly baths. During an interview, a Personal Support Worker confirmed that all bathing activities, including resident refusals, were to be documented in the electronic health record.

The Clinical Manager acknowledged and confirmed that the resident had not received the required two baths per week.

**Sources:** resident care records, staff interviews.