

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée**

**Long-Term Care Operations Division  
Long-Term Care Inspections Branch**

**Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**

Ottawa Service Area Office  
347 Preston St Suite 420  
OTTAWA ON K1S 3J4  
Telephone: (613) 569-5602  
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa  
347 rue Preston bureau 420  
OTTAWA ON K1S 3J4  
Téléphone: (613) 569-5602  
Télécopieur: (613) 569-9670

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| <b>Report Date(s) /<br/>Date(s) du Rapport</b> | <b>Inspection No /<br/>No de l'inspection</b> | <b>Log # /<br/>No de registre</b> | <b>Type of Inspection /<br/>Genre d'inspection</b> |
|--|---|-----------------------------------|--|
| Feb 16, 2022                                   | 2022_627004_0002                              | 018550-21                         | Critical Incident<br>System                        |

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**Licensee/Titulaire de permis**

The Governing Council of the Salvation Army in Canada  
2 Overlea Blvd Toronto ON M4H 1P4

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**Long-Term Care Home/Foyer de soins de longue durée**

The Salvation Army Ottawa Grace Manor  
1156 Wellington Street Ottawa ON K1Y 2Z3

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**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

GURPREET GILL (705004)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): February 2, 3, 4 and 7, 2022.**

**The following intake was inspected in this Critical Incident System (CIS) inspection:**

**Log #: 018550-21 (2873-000010-21) related to alleged staff to resident physical abuse.**

**It is noted that Inspector Gillian Chamberlin (#593) was present as an observer during this inspection.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), housekeeping staff, dietary aide, COVID screener/Administrative staff and residents.**

**During the course of the inspection, the inspector(s) reviewed the resident health care records and other pertinent documents. The Inspector(s) observed residents, resident home areas, the provision of care and services to residents, staff to resident interactions, resident to resident interactions and infection control practices.**

**The following Inspection Protocols were used during this inspection:  
Infection Prevention and Control  
Prevention of Abuse, Neglect and Retaliation**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

Légende

WN – Avis écrit  
VPC – Plan de redressement volontaire  
DR – Aiguillage au directeur  
CO – Ordre de conformité  
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).

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

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 16th day of February, 2022**

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

**Original report signed by the inspector.**