

**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

**Original Public Report**

<b>Report Issue Date:</b> December 4, 2023	
<b>Inspection Number:</b> 2023-1358-0003	
<b>Inspection Type:</b> Critical Incident	
<b>Licensee:</b> The Governing Council of the Salvation Army in Canada	
<b>Long Term Care Home and City:</b> The Salvation Army Ottawa Grace Manor, Ottawa	
<b>Lead Inspector</b> Jessica Nguyen (000729)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Saba Wardak (000732)	

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): November 29-30, 2023 and December 1, 2023

Training specialist Lyne Duchesne was present to observe during inspection.

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

- Intake: #00097288/ CI# 2873-000005-23 related to a fall with injury resulting in a significant change in condition.
- Intake: #00100887/ CI# 2873-000006-23 related to alleged staff to resident abuse.

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

Infection Prevention and Control  
Prevention of Abuse and Neglect  
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.