



**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
Jan 30, Feb 1, 2, 3, 2012	2012_044161_0009	Complaint

**Licensee/Titulaire de permis**

THE GOVERNING COUNCIL OF THE SALVATION ARMY  
2 OVERLEA BLVD., TORONTO, ON, M4H-1P4

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

THE SALVATION ARMY OTTAWA GRACE MANOR  
1156 WELLINGTON STREET, OTTAWA, ON, K1Y-2Z3

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

KATHLEEN SMID (161)

**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 two Personal Support Workers, a Registered Staff member and the Director of Care.

During the course of the inspection, the inspector(s) observed a morning and evening nutritional pass on an identified unit, observed an identified resident and reviewed their health care record.

The following Inspection Protocols were used during this inspection:

Contenance Care and Bowel Management

Nutrition and Hydration

Personal Support Services

Findings of Non-Compliance were found during this inspection.

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

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

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 71. Menu planning**
**Specifically failed to comply with the following subsections:**

- s. 71. (3) The licensee shall ensure that each resident is offered a minimum of,**
- (a) three meals daily;**
  - (b) a between-meal beverage in the morning and afternoon and a beverage in the evening after dinner; and**
  - (c) a snack in the afternoon and evening. O. Reg. 79/10, s. 71 (3).**

**Findings/Faits saillants :**

1. As per section r.71(3)(b), the Licensee failed to ensure that each resident is offered a minimum of a between-meal beverage in the morning.
2. On January 30, 2012, a resident at moderate nutritional risk, was not offered a between-meal beverage in the morning.
3. As per section r.71(3)(c), the Licensee failed to ensure that each resident is offered a snack in the evening.
4. On January 30, 2012, a resident at moderate nutritional risk, was not offered a snack in the evening.

**Additional Required Actions:**

**VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that each resident is offered a minimum of a between-meal beverage in the morning and a snack in the evening., to be implemented voluntarily.**

**Issued on this 3rd day of February, 2012**



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prévus le Loi de 2007 les  
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Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

*Kathleen Inid*