

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: April 8, 2025

Inspection Number: 2025-1250-0002

Inspection Type:

Complaint
Critical Incident

Licensee: Bruyère Continuing Care Inc.

Long Term Care Home and City: Élisabeth-Bruyère Residence, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 2-4, 7-8, 2025.
The following intake(s) were inspected:
Intake: #00137142 related to outbreaks and Infection, Prevention And Control (IPAC) processes.
Intake: #00141789 related to a resident fall that resulted with an injury.
Intake: #00143324 related to an allegation of physical abuse of a resident.
Intake: #00144193 related to a concern for resident care and support services.

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

- Resident Care and Support Services
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: CMOH and MOH

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

Non-compliance with: O. Reg. 246/22, s. 272

CMOH and MOH

s. 272. Every licensee of a long-term care home shall ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act are followed in the home.

The licensee has failed to ensure that all Alcohol-Based Hand Rubs (ABHR) being used for hand hygiene, should ensure their ABHRs were not expired as recommended by the Chief Medical Officer of Health (CMOH).

Specifically, the Ministry of Health's Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings, 2024 directive, specifies that the ABHR must not be expired. On specified dates, several ABHR products for point of care needs for hand hygiene were noted to be expired.

Sources: Observations on specified dates; interviews with staff and the Infection Prevention and Control (IPAC) lead; and review of the Ministry of Health's Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings, 2024.