

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: September 26, 2025

Inspection Number: 2025-1250-0003

Inspection Type:
Critical Incident

Licensee: Bruyère Health/Santé Bruyère

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

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 24-26, 2025

The following Critical incident intake was inspected:

- Intake: #00157772 /CI #2759-000016-25 related to a resident to resident physical abuse

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

Safe and Secure Home
Responsive Behaviours
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Responsive behaviours

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

Non-compliance with: O. Reg. 246/22, s. 58 (4) (c)

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

(c) actions are taken to respond to the needs of the resident, including assessments, reassessments and interventions and that the resident's responses to interventions are documented.

In accordance with Ontario Regulation 246/22, s. 2 (c) , "physical abuse" means the use of physical force by a resident that causes physical injury to another resident; ("mauvais traitements d'ordre physique").

The licensee has failed to ensure that all observed behaviours for a specific resident were documented as per the expected protocol.

The Director of Care (DOC) acknowledged and confirmed that the specific documentation tool was not completed for several days. The DOC also confirmed that the documentation tool should have been completed as per the expected protocol.

Sources: Review of the specific resident documentation tool, staff interviews.