



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et des Soins  
de longue durée**

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

**Rapport d'inspection prévue  
sous la Loi de 2007 sur les foyers  
de soins de longue durée**

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

**Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**

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## **Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Nov 16, 2018	2018_770178_0019	008985-18, 019909- 18, 022434-18	Complaint

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### **Licensee/Titulaire de permis**

City of Ottawa

Community and Social Services, Long Term Care Branch 200 Island Lodge Road  
OTTAWA ON K1N 5M2

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

Peter D. Clark Centre

9 Meridian Place OTTAWA ON K2G 6P8

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

SUSAN LUI (178)

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



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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): October 4, 5, 9, 10, 2018.**

**This inspection involved Complaint Log #008985-18 regarding alleged staff to resident emotional abuse, Critical Incident Log #019909-18 (CIR #M609-000042-18) and Complaint Log #022434-18, both regarding an alleged incident of staff to resident financial abuse.**

**Findings of non-compliance related to this inspection appear on inspection report #2018\_770178\_0020.**

**During the course of the inspection, the inspector(s) spoke with a resident, a visitor/friend of a resident, Personal Support Workers (PSWs), Registered Practical Nurses (RPNs), the Program Manager of Hospitality, the Manager of Recreation, Leisure, and Volunteer Services, the Administrator.**

**During the course of the inspection, the inspector also observed staff/resident interactions, reviewed a resident's medical health record, reviewed home records including the records of investigations of alleged abuse and the home's policy to promote zero tolerance of abuse.**

**The following Inspection Protocols were used during this inspection:  
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	Légende
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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 19th day of November, 2018

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



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**Original report signed by the inspector.**