

**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

<b>Original Public Report</b>	
<b>Report Issue Date:</b> September 15, 2023	
<b>Inspection Number:</b> 2023-1537-0003	
<b>Inspection Type:</b> Complaint Critical Incident	
<b>Licensee:</b> City of Ottawa	
<b>Long Term Care Home and City:</b> Centre d'Accueil Champlain, Vanier	
<b>Lead Inspector</b> Julienne NgoNloga (502)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Kelly Boisclair-Buffam (000724)	

<b>INSPECTION SUMMARY</b>
<p>The inspection occurred onsite on the following date(s): September 6, 7, 8, 11, 2023</p> <p>The following intake(s) were inspected:</p> <p>Complaints:</p> <ul style="list-style-type: none"> <li>• Intake: #00085044 (CIS #M511-000010-23) related to a complaint made to the home regarding nutrition and an allegation of abuse.</li> <li>• Intake: #00093744 related to medications and a resident fall.</li> </ul> <p>Critical Incident System Report</p> <ul style="list-style-type: none"> <li>• Intake: #00093495 (CIS# M511-000024-23) related to an allegation of resident to resident abuse.</li> <li>• Intake: #00094282 (CIS #M511-000025-23) related to an unwitnessed fall of a resident with injury.</li> <li>• Intake: #00095278 (CIS #M511-000027-23) related to an alleged resident to resident abuse.</li> </ul>

**Ministry of Long-Term Care**

Long-Term Care Operations Division

Long-Term Care Inspections Branch

**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

**Ottawa District**

347 Preston Street, Suite 410

Ottawa, ON, K1S 3J4

Telephone: (877) 779-5559

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

- Infection Prevention and Control
- Responsive Behaviours
- Reporting and Complaints
- 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.