

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

Original Public Report

Report Issue Date: October 3, 2024

Inspection Number: 2024-1488-0005

Inspection Type:

Complaint

Critical Incident

Licensee: Centre d'Accueil Roger Seguin

Long Term Care Home and City: Centre d'Accueil Roger Seguin, Clarence Creek

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 1-3, 2024

The following intake(s) were inspected:

- Intake: #00122270 related to alleged neglect of resident by staff.
- Intake: #00127199 related to a fall resulting in injury.

The following intakes were completed as part of this inspection:

- Intakes #00123900, #00124069, and #00124669, related to falls resulting in injuries.

The following complaint intake was inspected:

- Intake: #00126854 related to a complaint regarding missing items and resident care.

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services
Infection Prevention and Control

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Palliative Care
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Reporting certain matters to Director

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

Non-compliance with: FLTCA, 2021, s. 28 (1) 2.

Reporting certain matters to Director

s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

The licensee has failed to ensure that an allegation of neglect was reported immediately to the Director. Upon being made aware of an allegation of neglect, there was a delay in reporting.

Source: Interview with staff and review of documentation