

**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**

Ottawa Service Area Office  
347 Preston St Suite 420  
OTTAWA ON K1S 3J4  
Telephone: (613) 569-5602  
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa  
347 rue Preston bureau 420  
OTTAWA ON K1S 3J4  
Téléphone: (613) 569-5602  
Télécopieur: (613) 569-9670

**Public Copy/Copie du public**

---

<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>
Jul 17, 2019	2019_618211_0016	033784-18, 003055-19, 007071-19, 007503-19, 007859-19, 008710-19, 010727-19	Critical Incident System

---

**Licensee/Titulaire de permis**

The Perley and Rideau Veterans' Health Centre  
1750 Russell Road OTTAWA ON K1G 5Z6

---

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

The Perley and Rideau Veterans' Health Centre  
1750 Russell Road OTTAWA ON K1G 5Z6

---

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

JOELLE TAILLEFER (211)

---

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

---

**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): June 27, 28, 2019 and July 2, 3, 4, 9, 10, 11, 2019**

**The following Critical Incident System intake(s) were completed during this inspection:**

**Log #010727-19, related to fall,**

**Log #0077503-19, unexpected death after a fall,**

**Log #033784-18, related to responsive behaviours and alleged physical abuse, and**

**Logs #008710-19, #007071-19, #007859-19, #003055-19, related to controlled substances missing/unaccounted.**

**During the course of the inspection, the inspector(s) spoke with the Director of Nursing, a Manager of Resident Care, a Pharmacist, Psycho-geriatric Registered Nurses (RN), Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), Special Approach Personal Support Worker (BSO), the Administrative Assistant, the Account Payable Administrator and Commissionaires.**

**In addition to these interviews, Inspector #211 observed residents and reviewed residents' Health Care records, residents' Plan of Care, residents' Progress Notes, residents' Medication Administration Records (MAR), Drug Destruction and Disposal Monitored Substance forms, Combined Monitored Medication Record with Shift Count forms, licensee's investigation forms, Medication Incident Notifications, Physician's orders, Licensee's emails, Physician Orders, Medication Cart Key and Room Key Sign Out Sheets. Furthermore, Inspector #211 reviewed the Policies and Procedures related to Neurological Status Check, Fall Prevention Program, Drug Destruction and Disposal and Medication and Narcotic Key Control Policy.**

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

**Falls Prevention**

**Medication**

**Prevention of Abuse, Neglect and Retaliation**

**Responsive Behaviours**

**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)**

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<p>Legend</p> <p>WN – Written Notification  VPC – Voluntary Plan of Correction  DR – Director Referral  CO – Compliance Order  WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit  VPC – Plan de redressement volontaire  DR – Aiguillage au directeur  CO – Ordre de conformité  WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

Issued on this 17th day of July, 2019

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

**Original report signed by the inspector.**