

**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

<b>Report Issue Date: August 15, 2023</b>	
<b>Inspection Number:</b> 2023-1519-0007	
<b>Inspection Type:</b> Critical Incident System	
<b>Licensee:</b> The Perley and Rideau Veterans' Health Centre	
<b>Long Term Care Home and City:</b> The Perley and Rideau Veterans' Health Centre, Ottawa	
<b>Lead Inspector</b> Saba Wardak (000732)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Laurie Marshall (742466) Gabriella Kuilder (000726)	

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 25, 26, 27, 28, 31, 2023 and August 1, 2, 2023

The inspection occurred offsite on the following date(s): August 3, 4, 2023

The following intake(s) were inspected in this complaint inspection:

- Intake #00089897 related to a Bed Refusal (BR) Challenge

The following intake(s) were inspected in this  
Critical Incident (CI) inspection

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- Intake: #00088789 (CI #3025-000057-23) related to alleged staff to resident emotional abuse
- Intake: #00090767 - (CI #3025-000065-23) related to alleged staff to resident physical abuse
- Intake: #00088761 (CI #3025-000056-23) and Intake: #00092300 (CI #3025-000071-23) related to alleged staff to resident neglect
- Intake: #00090901 (CI #3025-000066-23), and Intake: #00091123 (CI #3025-000068-23)- related to resident-to-resident physical abuse
- Intake: #00089041 (CI #3025-000058-23), Intake: #00090343 (CI #3025-000063-23), and Intake: #00093103 (CI #3025-000072-23) related to falls prevention and management

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

- Skin and Wound Prevention and Management
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Falls Prevention and Management
- Admission, Absences and Discharge

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Eligibility for long-term care home admission- Licensee consideration and approval

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

Non-compliance with: FLTCA, 2021, s. 51 (7) (b)

The licensee has failed to comply with FTLCA section s. 51 (7) b whereby the licensee refused an applicant's admission to the home based on reasons that are not permitted in the legislation.

**Rationale and Summary:**

An applicant was accepted on the Perley's admission waitlist, however, was denied admission to the home.

As per Director of Care (DOC), applicant's admission application was rejected because the applicant is under a certain age and does not have a diagnosis of dementia. DOC reported that the home does not have the mental health supports for such applicants.

Review of the Home and Community Care (HCCSS) reassessments for the applicant identified that the licensee based the applicant's admission application decision on an assessment completed months prior to the rejection, and not the most recent re-assessment.

Withholding approval of applicant's admission to the home was based on reasons that were not permitted in the legislation.

**Sources:** Applicant Referral Package to the Perley, Applicant's reassessments; Interviews with multiple HCCSS staff, DOC and Admissions Coordinator.

[742466]