



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 sous la Loi de 2007 sur les foyers de soins de longue durée

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Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité

**Public Copy/Copie du public**

| Report Date(s) /<br>Date(s) du Rapport | Inspection No /<br>No de l'inspection | Log # /<br>Registre no | Type of Inspection /<br>Genre d'inspection |
|--|---------------------------------------|------------------------|--|
| Dec 19, 2012                           | 2012_204133_0009                      | O-000643-<br>12        | Complaint                                  |

**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**

JESSICA LAPENSEE (133)

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

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

This inspection was conducted on the following date(s): December 10, 11 - 2012

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Support Services, the Manager of Support Services, nursing staff and residents.

During the course of the inspection, the inspector(s) monitored air temperatures in various areas throughout the home, observed the available supply of linen, face cloths and towels throughout the home.

The following Inspection Protocols were used during this inspection:



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**Safe and Secure Home**

**Findings of Non-Compliance were found during this inspection.**

| <b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>   |  |
|---|--|
| Legend  | Legendé  |
| WN – Written Notification   | WN – Avis écrit  |
| VPC – Voluntary Plan of Correction  | VPC – Plan de redressement volontaire  |
| DR – Director Referral  | DR – Aiguillage au directeur   |
| CO – Compliance Order   | CO – Ordre de conformité   |
| WAO – Work and Activity Order   | 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.  |

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 21. Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius. O. Reg. 79/10, s. 21.**

**Findings/Faits saillants :**



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1. The licensee has failed to comply with O. Reg. 79/10, s. 21 in that not all areas of the home are maintained at a minimum temperature of 22 degrees Celsius.

Over the course of the two day complaint inspection, the inspector verified the air temperature in various areas throughout the Home. The air temperature in the Rideau 2SE tub room, as well as in the majority of tub rooms and shower rooms throughout the Gatineau and Ottawa buildings, was noted to be below 22 degrees Celsius (for example – on Dec. 11th, G1SE shower room - 18.2C, O2SW tub room - 19.2C, R2SE tub room - 20.7C). Air temperature in the main link corridors between the central area and the Gatineau and Ottawa buildings was also noted to be below 22 degrees Celsius during the inspection (for example, on Dec 10th, at the green couch, Ottawa link - 20.5C, Gatineau link - 20.9C). [s. 21.]

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Issued on this 19th day of December, 2012

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

*Jessica Lapensée*