



**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**

**Long-Term Care Homes Division  
Long-Term Care Inspections Branch**

**Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**

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## **Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Jan 10, 2017	2017_548592_0001	029439-16, 029679-16	Follow up

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### **Licensee/Titulaire de permis**

BRUYERE CONTINUING CARE INC.  
43 BRUYERE STREET OTTAWA ON K1N 5C8

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

RESIDENCE SAINT- LOUIS  
879 CHEMIN PARC HIAWATHA OTTAWA ON K1C 2Z6

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

MELANIE SARRAZIN (592)

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

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**The purpose of this inspection was to conduct a Follow up inspection.**

**This inspection was conducted on the following date(s): January 4, 5 and 6, 2017**

**This inspection was conducted to follow upon two orders (CO)  
CO #001, Log # 029439-16 , first issued on June 27, 2015 and re-issued on  
September 09, 2016. The Compliance order was issued as a result of non  
compliance related to duty to protect.**

**CO #001, Log # 029679-16, first issued on November 17, 2015 and re-issued on  
March 24, 2016 and October 06, 2016. The compliance order was issued as a result  
of non compliance related to the licensee code yellow policies not being complied.**

**During the course of the inspection, the inspector(s) spoke with Residents,  
Personal Support Workers (PSW), Personal Support Workers from external  
contractor, Registered Practical Nurses (RPN), Registered Nurses (RN),  
Housekeeping members, the Account Receivable and Resident Trust Coordinator,  
Food Service Supervisor, Director of Care and the Administrator.**

**During the course of the inspection, the inspector conducted a tour of the resident  
care areas, reviewed residents' health care records, licensee's policies and  
procedures on abuse and neglect and on code yellow. The inspector also reviewed  
the education provided to all employees on abuse and neglect and emergency  
process related to a missing resident. The inspector also observed resident  
common areas and the delivery of resident care and services.**

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

**Personal Support Services  
Prevention of Abuse, Neglect and Retaliation  
Responsive Behaviours  
Safe and Secure Home**

**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)**



**The following previously issued Order(s) were found to be in compliance at the time of this inspection:**

**Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:**

<b>REQUIREMENT/ EXIGENCE</b>	<b>TYPE OF ACTION/ GENRE DE MESURE</b>	<b>INSPECTION # / DE L'INSPECTION</b>	<b>NO</b>	<b>INSPECTOR ID #/ NO DE L'INSPECTEUR</b>
LTCHA, 2007 S.O. 2007, c.8 s. 19. (1)	CO #001	2016_284545_0018		592
O.Reg 79/10 s. 8. (1)	CO #001	2016_289550_0022		592



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité 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.

Issued on this 25th day of January, 2017

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

**Original report signed by the inspector.**