



**Inspection Report
under the *Long-Term
Care Homes Act, 2007***

**Rapport d'inspection
prévus la *Loi de 2007
les foyers de soins de
longue durée***

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Ottawa Service Area Office
347 Preston St., 4th Floor
Ottawa ON K1S 3J4

Bureau régional de services d'Ottawa
347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4

**Ministère de la Santé et des Soins de
longue durée**

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

Telephone: 613-569-5602
Facsimile: 613-569-9670

Téléphone: 613-569-5602
Télécopieur: 613-569-9670

	Licensee Copy/Copie du Titulaire	☒ Public Copy/Copie Public
Date(s) of inspection/Date de l'inspection September 21, 23, 2010	Inspection No/ d'inspection 2010_126_2746_20Sep113230	Type of Inspection/Genre d'inspection Complaint o-000791
Licensee/Titulaire Genesis Gardens Inc. 438 Presland Road Ottawa, ON K1K 2B5 Fax 613-443-5950		
Long-Term Care Home/Foyer de soins de longue durée Foyer St-Viateur Nursing Home, 1003 Limoges Road South, Limoges, Ontario K0A 2M0 Fax: 613-443-5950		
Name of Inspector(s)/Nom de l'inspecteur(s) Linda Harkins (ID 126)		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a complaint inspection. During the course of the inspection, the inspector spoke with: the resident, Jeanne Daze (Director of care), Richard Marleau (Administrator) and Paula McDonald (Inspector). During the course of the inspection, the inspector visited the resident, reviewed the Health Record and observed interactions between Nursing staff and residents. The following Inspection Protocols (IP) were used in part or in whole during this inspection: • Continence Care and Bowel Management IP • Personal Support Services IP • Prevention of Abuse, Neglect and Retaliation IP • Reporting of complaint IP ☐ There are no findings of Non-Compliance as a result of this inspection. ☒ Findings of Non-Compliance were found during this inspection. The following action was taken: [1] WN		

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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.)

WN #1: The Licensee has failed to comply with O. Reg. 79/10, s.101(1)1

The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.

Findings:

Mr. Marleau (Administrator) received an email on August 7, 2010 from the informant. He answered the informant back on August 23, on his return from his holiday.

Inspector ID #: Linda Harkins ID#126

Signature of Licensee or Representative of Licensee
Signature du Titulaire ou représentant désigné

**Signature of Health System Accountability and Performance Division
 representative/Signature du (de la) représentant(e) de la Division de la
 responsabilisation et de la performance du système de santé.**

L Harkins Oct 14, 2010

Title:

Date:

Date of Report: (if different from date(s) of inspection).