



**Ministry of Health and
Long-Term Care**

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

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

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

Health System Accountability and Performance
Division
Performance Improvement and Compliance Branch
Division de la responsabilisation et de la
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Apr 12, 16, 17, 19, 20, 24, 2012	2012_054133_0017	Complaint

Licensee/Titulaire de permis

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

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

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

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.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Residential Programs, the Coordinator of Support Services and Support Services staff members and the Maintenance Management Coordinator.

During the course of the inspection, the inspector(s) reviewed the home's contract with Regulvar Canada Inc for the biannual inspection of the home's ventilation system, reviewed service reports from Regulvar Canada Inc spanning from November 2010 to present, reviewed documentation which demonstrates when filters on the home's exhaust and air supply systems were changed in 2010 to present and reviewed documentation which demonstrates when filters for the fan coil units in resident bedrooms and common areas were changed in 2011 to present. By accessing the home's ORCAview computer system, the inspector observed the status of all filters on the home's exhaust and air supply systems. Accompanied by a Support Services staff member, the inspector went into the basement ventilation room and observed the indicators attached to the filters for the air supply system serving the laundry room, auditorium, kitchen and main entrance. The inspector also toured throughout the building and observed exhaust and air supply vent grates in resident bedrooms, tub rooms and other common areas.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES	
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 LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services
Specifically failed to comply with the following subsections:

s. 15. (2) Every licensee of a long-term care home shall ensure that,
(a) the home, furnishings and equipment are kept clean and sanitary;
(b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and
(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).

Findings/Faits saillants :

1. The licensee has failed to ensure that exhaust vent grates throughout the home are kept clean.

There is a yearly process in place to vacuum out all exhaust vents in the home. At the time of the inspection, this process had begun on the 4th floor with expectation that all exhaust vents throughout the home will have been cleaned by the end of May 2012. There is also a process in place whereby housekeeping staff are expected to dust the outer exhaust vent grates at least once a month. Despite these processes, the inspector found 39 of 68 observed exhaust vent grates with a notable accumulation of dust on them and 20 of these 39 exhaust vent grates were observed to have a very heavy accumulation of dust on them. [LTCHA, s.15(2)(c)]

Issued on this 24th day of April, 2012



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Jessica Lapensée