

Investigation of Allegations Related to Carleton Lodge Long-Term Care Home



Office of the Auditor General
City of Ottawa



Why we did this review

Between October 2021 and July 2022, the Office of the Auditor General (OAG) received a series of Fraud and Waste Hotline (FWHL) reports related to inappropriate practices and activities at the Carleton Lodge Long-Term Care (LTC) Home.

Our office undertook an investigation to assess the concerns raised in the FWHL reports and to determine whether the allegations had any merit.



What we found

The work performed highlighted a need for LTC Homes to review various practices and procedures and ensure their enforcement. The investigation was able to substantiate three aspects of the allegations reported as follows:

1. Personal electronic devices are often being used by staff during working hours;

2. Staff members having conversations with each other outside of the working language of the home or the preferred language of the resident in front of residents and/or other staff members; and
3. Personal health information of staff members was inadvertently circulated to a wide employee distribution list within the home and no immediate steps were taken to remediate this breach.



We made three recommendations to ensure that:

- Specific practices and procedures (P&Ps) are reviewed and updated and include disciplinary measures;
- Compliance to the P&Ps are monitored and enforced; and Staff/management are reminded of the importance of keeping personal information protected and the required procedures should a privacy breach be identified.

For more details on this report please visit our [website](#).

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