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## **INTERVENTION REPORT (EXCERPTS)**

**Intervention at Centre intégré  
universitaire de santé et de services  
sociaux de la Mauricie-et-du-Centre-du-  
Québec**

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Québec City, September 14, 2021

## **THE INTERVENTION**

The Québec Ombudsman received three reports from different sources concerning Les Résidences du Chemin du Roy, a group of five private seniors' residences located on the territory of Centre intégré universitaire de santé et de services sociaux (CIUSSS) de la Mauricie-et-du-Centre-du-Québec.

According to the information brought to the Québec Ombudsman's attention, the service plans of the residences concerned allegedly were deficient. The reports also stated that a member of the management team supposedly had been disrespectful towards certain residents. Lastly, several residents feared reprisal. This situation had persisted despite various interventions by the CIUSSS concerning the operator.

The Québec Ombudsman decided to intervene on its own initiative.

The intervention pertained to CIUSSS de la Mauricie-et-du-Centre-du-Québec and the following private seniors' residences of Les Résidences du Chemin du Roy: Béthanie, Notre-Dame, Cénacle, Yamachiche and Villa Soleil.

## **CONCLUSION**

The Québec Ombudsman's investigation confirmed that there were failings regarding the assessment of the residents' health, nursing care, medication management, compliance with the code of ethics, proper treatment and follow-up by the CIUSSS.

The Québec Ombudsman was concerned about whether the operator could offer the residents a safe and compassionate living environment.

## RECOMMENDATIONS

Given the disturbing information from the investigation, the Québec Ombudsman recommended that Centre intégré universitaire de santé et de services sociaux de la Mauricie-et-du-Centre-du-Québec engage in the following actions with regard to Béthanie, Notre-Dame, Cénacle, Yamachiche and Villa Soleil private seniors' residences:

- R-1** **Submit** a detailed plan for improving the situation regarding residents' safety, accessible nursing care, medication management and compliance with the code of ethics in the residences concerned;

By October 18, 2021, send the Québec Ombudsman a copy of the detailed improvement plan.

- R-2** **Ensure** close monitoring of developments regarding the care and services in the residences concerned, and ensure that care and services are delivered with courtesy and in such a way that the dignity of the residences is upheld;

By October 18, 2021, send the Québec Ombudsman a detailed description of the monitoring mechanisms put in place in the residences concerned.

- R-3** **Should there be no** satisfactory improvement of the situation in the residences concerned, begin the process of withdrawing certification, when required.

By November 1, 2021, provide the Québec Ombudsman with an assessment of developments regarding the situation and of the need to begin the process of withdrawing certification.

### Expected follow-up

In accordance with the provisions of the *Act respecting the Health and Social Services Ombudsman* (CQLR, c. P-31.1) within 30 days of receiving this report, Centre intégré universitaire de santé et de services sociaux de la Mauricie-et-du-Centre-du-Québec must inform the Québec Ombudsman of whether it intends to implement the recommendations made to it, or of its reasons if it has decided not to act on them.



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