

Intervention report (excerpts)

Intervention at Fondation Aube Nouvelle, a private seniors' residence

Québec City, November 21, 2017

The intervention

On March 28, 2017, the Québec Ombudsman received a report concerning the quality of the care and services offered at Fondation Aube Nouvelle, a private seniors' residence. The report described the following elements:

- ▶ financial solicitation of the residents;
- ▶ food services;
- ▶ the attitude of the director of nursing care.

The Québec Ombudsman decided to intervene to ensure that the residents are not victims of financial exploitation and that they receive adequate care and services.

Conclusion

The investigation by the Québec Ombudsman revealed that there was confusion among the various missions of Fondation Aube Nouvelle. Better differentiation of its activities and its administrative management would enable it to structure its services and ensure better understanding of its slate of services as an operator of a private seniors' residence.

That is why the Québec Ombudsman made four recommendations to Fondation Aube Nouvelle.

Recommendations

Given the preceding, the Québec Ombudsman recommended that Fondation Aube Nouvelle:

- R-1 Modify** the intake document by removing the reference to the issuance of tax receipts for charitable donations;
- R-2 Take** measures so that the operator ensures compliance with the residence's code of ethics;
- R-3 Take** measures to ensure separate management of charitable and funding activities from activities related to operation of the private seniors' residence;
- R-4 Take** measures to prevent all forms of solicitation of residents and to refuse any gift or bequest from residents.

By December 31, 2017, inform the Québec Ombudsman of the measures taken to implement the recommendations.

Expected follow-up

As provided for in the *Act respecting the Health and Social Services Ombudsman* (CQLR, c. P-31.1), within 30 days of receiving this report, the facility must inform the Québec Ombudsman of the actions to be taken as a result of the recommendations made to it, or if it has decided not to act on them, of the reasons for it.