

**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Ottawa District**  
347 Preston Street, Suite 410  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559

## Original Public Report

<b>Report Issue Date:</b> August 8, 2023	
<b>Inspection Number:</b> 2023-1093-0006	
<b>Inspection Type:</b> Complaint Critical Incident System	
<b>Licensee:</b> Extendicare (Canada) Inc.	
<b>Long-Term Care Home and City:</b> Extendicare Medex, Ottawa	
<b>Lead Inspector</b> Martin Orr (000747)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Marko Punzalan (742406)	

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 31, August 1, 2, 3, 2023

The following intake(s) were inspected:

- Intake: 00090634 - Complaint related to unexplained bruises.
- Intake: 00089277 - CI: 2579-000018-23 - Suspected resident to resident physical abuse.
- Intake: 00090635 - CI: 2579-000019 - Alleged staff to resident physical abuse.
- Intake: 00091443 - CI: 2579-000023-23 - Fall resulting in a significant change in health status.
- Intake: 00092145 - CI: 2579-000022-23 - Suspected financial abuse by a family member.
- Intake: 00091433 - CI: 2579-000021-23 - Fall resulting in a significant change in health status.

The following **Inspection Protocols** were used during this inspection:

- Resident Care and Support Services
- Infection Prevention and Control
- Prevention of Abuse and Neglect



**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Ottawa District**  
347 Preston Street, Suite 410  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559

Responsive Behaviors  
Falls Prevention and Management

## **INSPECTION RESULTS**

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.



**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

**Ottawa District**  
347 Preston Street, Suite 410  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559