

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

Public Report

Report Issue Date: June 5, 2025

Inspection Number: 2025-1093-0004

Inspection Type:

Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Medex, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 3, 4, 5, 2025

The following intake(s) were inspected:

- Intake: #00145284 - Improper/Incompetent care of a resident by staff member resulting in a significant injury.
- Intake: #00146467 - Fall of a resident resulting in a significant injury.

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

Prevention of Abuse and Neglect
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee has failed to ensure that a PSW staff complied with a resident's written plan of care. Specifically, a PSW did not seek out a second staff member to assist with a mechanical lift transfer as per a resident's written plan of care to do so, on a specified date in April 2025, that ultimately resulted in a significant injury to a resident.

Sources: A Resident's clinical records, interview with a PSW and the DOC.