

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: October 2, 2025

Inspection Number: 2025-1093-0007

Inspection Type:

Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Medex, Ottawa

INSPECTION SUMMARY

The inspection occurred on the following date(s): September 29, 2025 and October 1, 2, 2025

The following intake(s) were inspected:

- Intake: #00156578 (CIS #2579-000015-25) - An incident that caused injury to a resident which resulted in a significant change in health status

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

Reporting and Complaints
Pain Management
Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Duty of licensee to comply with plan

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

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.

1) The licensee has failed to ensure that a resident's plan of care for a device was complied with. On two instances, the device was observed to be not in use for the resident.

Sources: Care plan, observations, and interviews with Personal Support Workers (PSW) and an Assistant Director of Care (ADOC).

2) The licensee has failed to ensure that a resident's plan of care for assistance with personal care was complied with. The resident required two staff assistance for personal care, however on one date, the resident was assisted by one staff member and experienced a fall which resulted in injury.

Sources: Healthcare record, interviews with a PSW, a Registered Nurse (RN), and an ADOC.