

**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:** January 20, 2026

**Inspection Number:** 2026-1093-0001

**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 dates: January 19-20, 2026

The following intake was completed in this Critical Incident (CI) inspection:  
Intake #00163790/CI#2579-000021-25 was related to falls prevention and management

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

Falls Prevention and Management

**INSPECTION RESULTS****WRITTEN NOTIFICATION: Falls prevention and management**

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

**Non-compliance with: O. Reg. 246/22, s. 54 (1)**

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**Falls prevention and management**

s. 54 (1) The falls prevention and management program must, at a minimum, provide for strategies to reduce or mitigate falls, including the monitoring of residents, the review of residents' drug regimes, the implementation of restorative care approaches and the use of equipment, supplies, devices and assistive aids. O. Reg. 246/22, s. 54 (1).

On a specific day in November 2025 a specific resident experienced an unwitnessed fall. The home's policy regarding the post fall assessment procedure indicates, if a resident experiences a fall that is unwitnessed the Head Injury Routine must be initiated.

A review of the resident's health care records indicated a Head Injury Routine assessment was not initiated as required by the policy after the fall.

Sources: Interview with a Registered Nurse, a Director of Care, review of the resident's health care records, Post Fall Assessment policy.