

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: February 26, 2026

Inspection Number: 2026-1093-0002

Inspection Type:

Proactive Compliance Inspection

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Medex, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 17, 18, 19, 20, 23, 24, and 25, 2026.

The following intake(s) were inspected:

-Intake: #00170228 : Proactive compliance inspection.

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

- Infection Prevention and Control
- Safe and Secure Home
- Staffing, Training and Care Standards
- Pain Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Doors in a home

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

Non-compliance with: O. Reg. 246/22, s. 12 (1) 1. i.

Doors in a home

s. 12 (1) Every licensee of a long-term care home shall ensure that the following rules are complied with:

1. All doors leading to stairways and the outside of the home other than doors leading to secure outside areas that preclude exit by a resident, including balconies and terraces, or doors that residents do not have access to must be,
 - i. kept closed and locked,

Two doors leading to the same stairway were not kept locked.

A door remained unlocked for 37-40 seconds before alarm activation after each use. As a result, the inspector was able to open this door, leading to a stairway, on multiple occasions, without using the key pad access code, when the door was unsupervised. On one occasion, the magnetic lock had failed to secure the door in a locked position.

Over the course of the inspection, it was determined that resident's pass through the above-described door, which leads to a stairway, in order to access an outdoor patio. Residents may also re-enter the long-term care home independently (unsupervised) via the same stairwell, through an unlocked exterior entrance door.

A gate which was observed to be in place across the top of the stairs was measured to be just over two feet in height. The resident-staff communication and response system was also not available in the area.

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Sources: observations of the inspector and interviews with staff, including members of the registered nursing staff, the Support Services Supervisor, the Executive Director.