



**Ministry of Health and Long-Term Care**

**Inspection Report under the Long-Term Care Homes Act, 2007**

**Ministère de la Santé et des Soins de longue durée**

**Rapport d'inspection prévue le Loi de 2007 les foyers de soins de longue**

Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch  
Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité

Ottawa Service Area Office  
347 Preston St, 4th Floor  
OTTAWA, ON, K1S-3J4  
Telephone: (613) 569-5602  
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa  
347, rue Preston, 4iém étage  
OTTAWA, ON, K1S-3J4  
Téléphone: (613) 569-5602  
Télécopieur: (613) 569-9670

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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Oct 19, 25, 30, Nov 1, 2012	2012_128138_0039	Complaint

**Licensee/Titulaire de permis**

EXTENDICARE NORTHEASTERN ONTARIO INC  
3000 STEELES AVENUE EAST, SUITE 700, MARKHAM, ON, L3R-9W2

**Long-Term Care Home/Foyer de soins de longue durée**

EXTENDICARE MEDEX  
1865 BASELINE ROAD, OTTAWA, ON, K2C-3K6

**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

PAULA MACDONALD (138)

**Inspection Summary/Résumé de l'inspection**

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with office staff, a registered practical nurse, a registered nurse, and the Assistant Director of Care (ADOC).  
The inspection occurred on site on October 25, 2012.

During the course of the inspection, the inspector(s) toured the areas in the home where required information was posted.

This inspection was addressed through adhoc notes rather than inspection protocols.

The following Inspection Protocols were used during this inspection:

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**



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<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (A requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA.)</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 79. Posting of information  
Specifically failed to comply with the following subsections:**

**s. 79. (1) Every licensee of a long-term care home shall ensure that the required information is posted in the home, in a conspicuous and easily accessible location in a manner that complies with the requirements, if any, established by the regulations. 2007, c. 8, s. 79. (1).**

**Findings/Faits saillants :**

1. The licensee failed to comply with LTCHA 2007 s. 79 (1) in that the licensee has not ensured that the required information is posted in a conspicuous and easily accessible location. Copies of the inspection reports for the last two years required to be posted in the home as per LTCHA 2007 s. 79 are not posted in an easily accessible location. While a few recent inspections reports were observed to be pinned to a bulletin board near the front exit all inspection reports for the previous two years were pinned to a bulletin board near the elevator on the ground floor, encased in a glass cabinet and locked. These reports are made accessible through a sign on the glass cabinet that directs any person wishing to view the reports to see the front office. The front office is open from 9am to 5pm Monday through Friday and closed on holidays and weekends. The ADOC stated that reports can be obtained after the front office is closed by contacting the charge nurse on the third floor who would have a key to the locked cabinet. There is no direction to persons wishing to review the reports in the locked cabinets after the front office is closed nor is it always convenient to contact the charge nurse located on the third floor to review reports located on the first floor.

Issued on this 1st day of November, 2012



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Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

*Paula MacDonell, RD*