

**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 28, 2025

**Inspection Number:** 2025-1063-0007

**Inspection Type:**

Critical Incident

**Licensee:** Extendicare (Canada) Inc.

**Long Term Care Home and City:** Extendicare New Orchard Lodge, Ottawa

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 21, 22, 23, 24, 2025

The following intake(s) were inspected:

- Intake: #00151941 and Intake: #00156844 - related to an outbreak of a disease of public health significance or communicable disease

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

Infection Prevention and Control

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Infection Prevention and Control Program

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

**Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)**

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

The licensee has failed to ensure that the *Infection Prevention and Control Standard for Long-Term Care Homes (April, 2022; revised, 2023) (the IPAC Standard)*, issued by the Director with respect to infection prevention and control was implemented.

Specifically, a staff member did not comply with additional requirement 9.1 (f) of the *IPAC Standard* when they did not use the required personal protective equipment as they repositioned a resident who required additional precautions.

Sources: observations of the inspector; relevant records including resident health care records and relevant policies of the licensee; and, interviews with staff, including an RPN and the Infection Prevention and Control (IPAC) Manager.