

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 22, 2026

Inspection Number: 2026-1063-0001

Inspection Type:

Proactive Compliance Inspection

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): January 16, 19, 20, 21, 22, 2026

The following intake(s) were inspected:

- Intake: #00167964 - Pro-active compliance inspection.

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

Resident Care and Support Services
Food, Nutrition and Hydration
Medication Management
Infection Prevention and Control
Recreational and Social Activities

INSPECTION RESULTS

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

WRITTEN NOTIFICATION: Safe storage of drugs

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

Non-compliance with: O. Reg. 246/22, s. 138 (1) (a) (ii)

Safe storage of drugs

s. 138 (1) Every licensee of a long-term care home shall ensure that,

- (a) drugs are stored in an area or a medication cart,
- (ii) that is secure and locked,

A treatment cart containing medicated creams was observed to be left unlocked on two specific occasions. Registered Nursing Staff (RNS) indicated that the cart should be locked when not in use.

A medication cart was left unlocked twice on a specific day. Two RNS indicated that the medication cart should be locked when not in use.

Sources: Observations and interviews with RNS