

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: April 3, 2025

Inspection Number: 2025-1327-0003

Inspection Type:

Proactive Compliance Inspection

Licensee: Extencicare (Canada) Inc.

Long Term Care Home and City: Extencicare Southwood Lakes, Windsor

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 25, 26, 27, 28, 31, 2025 and April 1, 2, 3, 2025

The following intake(s) were inspected:

- Intake: #00142840- Proactive Compliance Inspection 2025

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

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Medication Management
- Residents' and Family Councils
- Food, Nutrition and Hydration
- Infection Prevention and Control
- Safe and Secure Home
- Prevention of Abuse and Neglect
- Quality Improvement
- Staffing, Training and Care Standards
- Residents' Rights and Choices

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Pain Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Retraining

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

Non-compliance with: FLTCA, 2021, s. 82 (4)

Training

s. 82 (4) Every licensee shall ensure that the persons who have received training under subsection (2) receive retraining in the areas mentioned in that subsection at times or at intervals provided for in the regulations.

The licensee failed to ensure that their laundry, housekeeping and maintenance staff received annual retraining on signs and symptoms of infectious diseases as mandated in O. Reg. 246/22 s. 259 (2) (c). In accordance with O. Reg. 246/22 s. 260 (1), this education was required annually.

Sources: Staff annual education package and staff interview.

WRITTEN NOTIFICATION: Doors in a home

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 12 (1) 3.

Doors in a home

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

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3. All doors leading to non-residential areas must be equipped with locks to restrict unsupervised access to those areas by residents, and those doors must be kept closed and locked when they are not being supervised by staff.

The licensee failed to ensure dining room serveries were kept locked. The inspector observed that home area dining room serveries were unlocked and unattended by staff. These serveries were confirmed as non-resident areas by staff during an interview.

Sources: Observation and staff interview.