

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: May 9, 2025

Inspection Number: 2025-1327-0004

Inspection Type:

Critical Incident

Licensee: Extendicare (Canada) Inc.

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

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 6-9, 2025

The following intake(s) were inspected:

- Intake: #00143485 CI# 2842-000009-25 - related to fall of resident
- Intake: #00143793 CI# 2842-000010-25 - related to outbreak

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

Infection Prevention and Control
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Resident Hand Hygiene

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

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

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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 failed to implement hand hygiene with residents prior to a meal service.

As per IPAC Standard 10.4 (h) issued by Director, the licensee was to have provided "support for residents to perform hand hygiene prior to receiving meals and snacks, and after toileting."

Prior to a meal service on a specific date, staff did not support residents in the dining room with hand hygiene.

Sources: observations and interview with staff