

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:** November 6, 2025

**Inspection Number:** 2025-1327-0008

**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 dates: November 3 - 6, 2025

The following intakes were inspected:

- Intake: #00159419 - critical incident (CI) #2842-000041-25 - related to a resident transfer.
- Intake: #00159607 - CI #2842-000042-25 - related to infection prevention and control, Covid-19 outbreak.
- Intake: #00160707 - CI #2842-000047-25 - related to potential improper care of a resident.

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

Resident Care and Support Services  
Skin and Wound Prevention and Management  
Infection Prevention and Control  
Pain Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Transferring and Positioning Techniques

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

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**Non-compliance with: O. Reg. 246/22, s. 40**

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

A staff member transferred a resident independently using a mechanical lift. The resident sustained an injury. Two staff are required during the transfer per the resident's clinical record.

**Sources:** resident clinical records, interview with staff, and Critical Incident System report #2842-000041-25.