

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

## Original Public Report

<b>Report Issue Date: June 28, 2023</b>	
<b>Inspection Number:</b> 2023-1388-0004	
<b>Inspection Type:</b> Critical Incident System	
<b>Licensee:</b> Extendicare (Canada) Inc.	
<b>Long Term Care Home and City:</b> Extendicare Tecumseh, Tecumseh	
<b>Lead Inspector</b> Debra Churcher (670)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 27, 2023  
The inspection occurred offsite on the following date(s): June 28, 2023

The following intake(s) were inspected:

- Intake: #00090253 CIS# 2904-000074-23 related to a complaint received by the home.

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

Safe and Secure Home  
Infection Prevention and Control  
Reporting and Complaints

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Reporting and Complaints

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

Non-compliance with: O. Reg. 246/22, s. 108 (1) 3. i.

The licensee has failed to ensure a written complaint made to the licensee or a staff member concerning the care of a resident or operation of the home received a response that included contact information for the patient ombudsman under the Excellent Care for All Act, 2010.

#### Rationale and Summary:

The home received a written complaint and followed up with a written response. The response did not include the contact information for the patient ombudsman.

The home's policy titled Complaints and Customer Service, last reviewed April of 2022, stated the written response will include contact information for the patient ombudsman.

During an interview with the Administrator they acknowledged that the response did not contain the contact information for the patient ombudsman and should have.

#### Sources:

Written complaint, written response, the home's policy and interview with the Administrator.

[670]