

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

Ottawa District
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Original Public Report

Report Issue Date: October 4, 2023	
Inspection Number: 2023-1207-0005	
Inspection Type: Critical Incident	
Licensee: Extencicare (Canada) Inc.	
Long Term Care Home and City: Extencicare West End Villa, Ottawa	
Lead Inspector Saba Wardak (000732)	Inspector Digital Signature
Additional Inspector(s) Martin Orr (000747)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 25-27, 2023.
Training Specialist, Lyne Duchesne, was present during this inspection

The following intakes were inspected in this Critical Incident inspection:

- Intake #00095433/ CI #2709-000011-23 related to an incident where a resident sustained an injury of an unknown cause that resulted in significant change in health status
- Intake #00095544/ CI #2709-000012-23 related to alleged staff to resident emotional abuse

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Resident Care and Support Services

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.