

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

Ottawa District
347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Original Public Report

Report Issue Date: August 29, 2024

Inspection Number: 2024-1207-0004

Inspection Type:
Complaint
Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare West End Villa, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 12-13, 19, 28-29, 2024.

The following intake(s) were inspected:

- Intake #00122869/ CI#2709-000010-24- related to resident to resident alleged sexual abuse.

The following complaint intake(s) were inspected:

- Intake #00120962/ IL-0128542-OT - related to multiple care concerns of a resident.

The following Inspection Protocols were used during this inspection:

Contenance Care
Falls Prevention and Management
Infection Prevention and Control
Pain Management

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Prevention of Abuse and Neglect
Resident Care and Support Services
Responsive Behaviours

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.