

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

Public Report

Report Issue Date: July 8, 2025

Inspection Number: 2025-1831-0001

Inspection Type:

Post-Occupancy

Licensee: Axium Extendicare LTC LP, by its general partners, Axium Extendicare LTC GP Inc. and Extendicare LTC Managing GP Inc.

Long Term Care Home and City: Extendicare Crossing Bridge, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 23, 24, 25, 26, 27 and 30, 2025, and July 2, 3, 4 and 7, 2025.

The following intake(s) were inspected:

- Intake: #00150450 was a Post-Occupancy Inspection.

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

Safe and Secure Home
Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Air Conditioning

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

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

Non-compliance with: O. Reg. 246/22, s. 23.1 (1)

Air conditioning requirements

s. 23.1 (1) Every licensee of a long-term care home shall ensure that air conditioning is installed, operational and in good working order for the purpose of cooling the temperature in the following areas of the long-term care home during at least the period from May 15 to September 15 in each year:

1. Every resident bedroom.
2. Every designated cooling area, in the case of a home without central air conditioning. O. Reg. 66/23, s. 4.

The licensee has failed to ensure that air conditioning was installed, operational and in good working order for the purpose of cooling in that the system in place that was meant to cool the building did not meet the definition of Ontario Regulation 246/22, s. 1 which states that "air conditioning means a mechanical cooling system that can maintain cool temperatures, including in peak summer conditions...". The system in place meant to cool the building could not maintain cool temperatures during peak summer conditions. On the first day of the inspection (June 23, 2025), the outdoor air temperature as per Environment and Climate Change Canada reached 35 degrees Celsius (C) with a humidex of 46 C. On the second day, the outdoor air temperature reached 33.3 C with a humidex of 44 C. Information gathered to support this non-compliance included the following:

On the first day of the inspection, a resident's visitor and two residents reported excess heat in their rooms. The room temperatures were 26 C to 26.9 C.

On the second day of the inspection, a resident's visitor and a resident reported that their rooms were too hot. Two residents expressed concern related to potential exacerbation of their health conditions due to the heat in their rooms. The room temperatures were 25.1 C to 26.2 C.

Issues that had prevented the cooling system from keeping the building cool had

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

been found, and corrective actions were taken to ensure the building would be kept cool and comfortable for the residents.

Sources: Observations and interviews with residents, visitors and a Regional Director.

WRITTEN NOTIFICATION: Air Temperature

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 24 (1)

Air temperature

s. 24 (1) Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius.

The licensee has failed to ensure that the home was maintained at a minimum temperature of 22C in the spa rooms in four resident home areas.

Sources: Observations and interview with a Regional Director.