

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

Ottawa District
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Public Report

Report Issue Date: September 9, 2025

Inspection Number: 2025-1831-0003

Inspection Type:

Complaint
Critical Incident

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): September 2, 3, 4, 5, 8, 9, 2025

The following intake(s) were inspected:

Intake: 00154716 – Complaint regarding the resident’s dietary texture.

Intake: 00154227 – Complaint related to care and services.

Intake: 00152816 | CI: 3071-000015-25 – Related to a resident’s injury of unknown cause.

Intake: 00154279 | CI: 3071-000016-25 – Related to a resident’s fall resulting in injuries.

Intake: 00155146 | CI: 3071-000017-25 – Related to a resident’s physical responsive behaviours.

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

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Food, Nutrition and Hydration
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty of licensee to comply with plan

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee failed to ensure that one-to-one monitoring and supervision were provided to a resident on the specified date, as outlined in the resident's plan of care.

Additionally, during the morning shift on that date, the resident was not assigned the required one-to-one supervision. As a result, the resident entered another resident's room and physically removed them from their bed, causing the other resident to sustain a skin tear.

Sources: resident's health care records and interview with staff.