

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: January 6, 2025

Inspection Number: 2024-1093-0005

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Medex, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 30, 31, 2024 and January 2, 3, 6, 2025

The following intake(s) were inspected:

- Intake: #00131321 - Follow up for CO #001 from inspection # 2024-1093-0004 related to Duty to Protect.
- Intake: #00132552 - Complaint with concerns regarding pest control, furnishings and equipment, staffing, and resident care and services.
- Intake: #00134208/ Critical Incident System (CIS) #2579-000017-24 - Related to a fall of resident resulting in injury.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2024-1093-0004 related to FLTCA, 2021, s. 24 (1)

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

- Housekeeping, Laundry and Maintenance Services
- Infection Prevention and Control
- Safe and Secure Home
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Staffing, Training and Care Standards
- Falls Prevention and Management

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.