

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: November 2, 2023	
Inspection Number: 2023-1063-0006	
Inspection Type: Critical Incident	
Licensee: Extendicare (Canada) Inc.	
Long Term Care Home and City: Extendicare New Orchard Lodge, Ottawa	
Lead Inspector Megan MacPhail (551)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 11 and 12, 2023.

The following intake(s) were inspected:

- Intake: #00089867 / Critical Incident Report 2023-000014-23 was related to an allegation of staff to resident neglect.

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

Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS



**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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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.