

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 14, 2024

Inspection Number: 2024-1063-0002

Inspection Type:
Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare New Orchard Lodge, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 13, and 14, 2024

The following intake(s) were inspected:

- Intake: #00122905 - 2302-000021-24 An alleged staff to resident incident of improper treatment.

Another inspector was present during the course of this inspection as an observer.

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services
Infection Prevention and Control

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Transferring and positioning techniques

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

Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

The licensee has failed to ensure that staff used safe transferring and positioning techniques, on a specific day in July, 2024, when a staff member operated a mechanical device incorrectly and without a second staff present, to transfer the resident; resulting in the equipment striking the resident causing an injury.

Sources: resident health care records, critical incident report, and interviews with staff.



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

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