

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: April 10, 2025

Inspection Number: 2025-1063-0003

Inspection Type:

Proactive Compliance Inspection

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): April 2-4, 7-10, 2025

The following intake(s) were inspected:

- Intake: #00143848 - Proactive Compliance Inspection

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

Skin and Wound Prevention and Management
Resident Care and Support Services
Residents' and Family Councils
Food, Nutrition and Hydration
Medication Management
Safe and Secure Home
Infection Prevention and Control
Prevention of Abuse and Neglect
Staffing, Training and Care Standards
Quality Improvement
Residents' Rights and Choices
Pain Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 1.

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

The licensee has failed to ensure the provision of care, as set out in a residents plan of care, was documented. Specifically, a resident's interventions for skin impairment prevention, as specified in their care plan, was not being documented. According to a Personal Support Worker (PSW), staff do not document the resident's skin integrity intervention.

Resources:

A resident's electronic chart and care plan;

Interviews with a PSW, a Registered Practical Nurse (RPN), and the Director of Care (DOC).

WRITTEN NOTIFICATION: Infection Prevention and Control

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

Non-compliance with: O. Reg. 246/22, s. 102 (8)

Infection prevention and control program

s. 102 (8) The licensee shall ensure that all staff participate in the implementation of the program, including, for greater certainty, all members of the leadership team,

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including the Administrator, the Medical Director, the Director of Nursing and Personal Care and the infection prevention and control lead. O. Reg. 246/22, s. 102 (8).

The licensee has failed to ensure that all staff participate in the home's Infection Prevention and Control (IPAC) program. Specifically, the licensee has failed to ensure that a staff member was wearing a mask in resident common areas while the home area was in a declared outbreak.

Sources:

Observation of a staff member during the inspection;
Interview with the Assistant Director of Care.