

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: May 1, 2025

Inspection Number: 2025-1063-0004

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): April 28, 29, 30, 2025

The inspection occurred offsite on the following date(s): May 1, 2025

The following intake(s) were inspected:

- Intake: #00142390 - Seasonal Coronavirus Outbreak
- Intake: #00144460 - Emotional/Physical abuse to resident by staff
- Intake: #00144681 - Complainant with concerns regarding a resident

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: Dealing with Complaints

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

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Non-compliance with: O. Reg. 246/22, s. 108 (2) (c)

Dealing with complaints

s. 108 (2) The licensee shall ensure that a documented record is kept in the home that includes,

(c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;

The licensee has failed to ensure that a documented record is kept in the home when responding to a written complaint. Specifically, the home did not have documentation of the type of action taken to resolve a complaint, including the date of the action, time frames for actions to be taken and any follow-up action required regarding the complaint received on a specified date in April 8, 2025 regarding a resident.

Sources: Critical Incident System, interview with the ADOC and the DOC.