

**Ministry of Long-Term Care**

Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**London District**

130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

## Public Report

**Report Issue Date:** May 9, 2025

**Inspection Number:** 2025-1327-0004

**Inspection Type:**

Critical Incident

**Licensee:** Extendicare (Canada) Inc.

**Long Term Care Home and City:** Extendicare Southwood Lakes, Windsor

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 6-9, 2025

The following intake(s) were inspected:

- Intake: #00143485 CI# 2842-000009-25 - related to fall of resident
- Intake: #00143793 CI# 2842-000010-25 - related to outbreak

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

Infection Prevention and Control  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Resident Hand Hygiene

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

**Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)**

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Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

The licensee failed to implement hand hygiene with residents prior to a meal service.

As per IPAC Standard 10.4 (h) issued by Director, the licensee was to have provided "support for residents to perform hand hygiene prior to receiving meals and snacks, and after toileting."

Prior to a meal service on a specific date, staff did not support residents in the dining room with hand hygiene.

**Sources:** observations and interview with staff