

**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**

|                                                                              |                                    |
|------------------------------------------------------------------------------|------------------------------------|
| <b>Report Issue Date:</b> November 6, 2023                                   |                                    |
| <b>Inspection Number:</b> 2023-1078-0005                                     |                                    |
| <b>Inspection Type:</b><br>Complaint<br>Critical Incident                    |                                    |
| <b>Licensee:</b> Extendicare (Canada) Inc.                                   |                                    |
| <b>Long Term Care Home and City:</b> Extendicare Starwood, Nepean            |                                    |
| <b>Lead Inspector</b><br>Shevon Thompson (000731)                            | <b>Inspector Digital Signature</b> |
| <b>Additional Inspector(s)</b><br>Martin Orr (000747)<br>Lisa Cummings (756) |                                    |

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): October 11, 12, 13, and 17, 2023

The following intake(s) were inspected:

- Intake: #00095823 - Complaint of alleged abuse of a resident by a staff.
- Intake: #00098372 - Injury of unknown cause.

**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

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

Infection Prevention and Control  
Prevention of Abuse and Neglect  
Responsive Behaviours

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Reporting to the Director

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

Non-compliance with: FLTCA, 2021, s. 28 (1) 2.

The licensee has failed to ensure that certain matters, specifically alleged abuse, was immediately reported to the Director.

**Rationale and Summary:**

In an interview, a staff reported that a resident was allegedly abused by another staff. The homes investigation notes indicated they were looking into the alleged abuse. In an interview on October 13, 2023, the DOC confirmed they received information alleging that a resident was abused by a staff. There is no record of a Critical Incident Report (CIR) reporting the alleged abuse to the Director. The home did not report the alleged abuse of a resident to the Director which may delay the home's investigation and actions taken.

**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

Sources:

Interviews with DOC #102, PSW #100, and the homes internal investigation notes dated August 11, 2023. [000747]