

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: June 24, 2025

Inspection Number: 2025-1078-0006

Inspection Type:

Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Starwood, Nepean

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: June 17, 18, 19, 20, 23, and 24, 2025.

The following intakes were inspected:

- Intake: #00145108 - An enteric outbreak declared on April 14, 2025 and finalized on May 07, 2025.
- Intake: #00148840 - The unexpected death of a resident.

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

Resident Care and Support Services
Infection Prevention and Control
Safe and Secure Home

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Doors in a home

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

Non-compliance with: O. Reg. 246/22, s. 12 (1) 3.

Doors in a home

s. 12 (1) Every licensee of a long-term care home shall ensure that the following rules are complied with:

3. All doors leading to non-residential areas must be equipped with locks to restrict unsupervised access to those areas by residents, and those doors must be kept closed and locked when they are not being supervised by staff.

The licensee has failed to ensure that the doors leading to a non-residential area were equipped with locks to restrict unsupervised access to that area by residents, and that the doors were kept closed and locked when they were not being supervised by staff. Specifically, the two doors leading to the kitchen from the first floor dining room were not equipped with locks and the door leading to the kitchen from the north hallway and the two doors from the dining room were not kept closed and locked when they were not being supervised by staff.

Source: inspector's observation and interviews with staff.