

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

Report Issue Date: October 9, 2024

Inspection Number: 2024-1207-0005

Inspection Type:
Complaint

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare West End Villa, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 8, 9, 2024

The following complaint intake was inspected:

- Intake: #00127814 - related to concerns regarding resident care and safety

The following Inspection Protocols were used during this inspection:

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

INSPECTION RESULTS



Inspection Report Under the
Fixing Long-Term Care Act, 2021

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During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.