

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: August 22, 2025

Inspection Number: 2025-1093-0006

Inspection Type:

Complaint
Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Medex, Ottawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 19, 20, 21, 22, 2025

The following intake(s) were inspected:

- Intake: #00153966 - An incident that caused injury for which a transfer to hospital was required and which resulted in a significant change in health status
- Intake: #00155031 - A complaint with concerns regarding staffing, medication management, bathing, and food and nutrition

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

Resident Care and Support Services
Food, Nutrition and Hydration
Medication Management
Staffing, Training and Care Standards
Falls Prevention and Management

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

INSPECTION RESULTS

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.