

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: March 9, 2026

Inspection Number: 2026-1078-0003

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: February 27, 2026 and March 3, 4, 5, 6, and 9, 2026.

The following intake(s) were inspected:

-Intake: #00166533 - ARI - Influenza A - Outbreak declared December 29, 2025 - Finalized January 13, 2026 - Entire Home.

-Intake: #00167652 - ARI - Respiratory Syncytial Virus - Outbreak declared January 12, 2026 - Finalized January 20, 2026 - Entire Home.

-Intake: #00169165 - ARI - Respiratory Syncytial Virus - Outbreak declared January 29, 2026 - Finalized February 20, 2026 - 1 South Unit.

-Intake: #00169871 - Fall of resident a resident resulting in an injury.

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

- Infection Prevention and Control
- Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Infection prevention and control program

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

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

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).

A) In accordance with the Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes, issued April 2022 and revised September 2023, section 10.4 h) Additional Requirement under the standard: the licensee shall ensure support for residents to perform hand hygiene prior to receiving meals and snacks. Specifically, on a date in February 2026, during the lunch meal in a unit dining room, multiple residents were not provided or offered assistance with performing hand hygiene after ambulating to the dining table using their mobility aid and prior to having their lunch.

B) In accordance with the Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes, issued April 2022 and revised September 2023, section 9.1 b) Additional Requirement under the standard: The licensee shall ensure that Routine Practices and Additional Precautions are followed in the IPAC program. At minimum Routine Practices shall include: Hand hygiene, including, but not limited to, at the four moments of hand hygiene.

Specifically, on the same date in February 2026, a staff was observed providing

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direct care to a resident, who was on contact precaution, but did not perform hand hygiene after doffing their gloves and leaving the resident's room.

C) In accordance with the Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes, issued April 2022 and revised September 2023, section 9.1 f) Additional Requirement under the standard: The licensee shall ensure that Routine Practices and Additional Precautions are followed in the IPAC program. At minimum, Additional Precautions shall include: Additional PPE requirements including appropriate selection application, removal and disposal;
Specifically, on the same date in February 2026, a staff was observed wearing a mask and gloves but no gown as they provided direct care to a resident who was on contact precaution as indicated by the sign at the resident's room door.

Sources: inspector's observations and interviews with staff members.