

**Ministry of Health
and Long-Term Care**

Health System Accountability and
Performance Division
Performance Improvement and Compliance Branch
Ottawa Service Area Office

347 Preston St., 4th Floor
Ottawa ON K1S 3J4
Telephone: 613-569-5602
Facsimile: 613-569-9670

**Ministère de la Santé
et des Soins de longue durée**

Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la performance
et de la conformité
Bureau régional de services de Ottawa

347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4
Téléphone: 613-569-5602
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November 24, 2010

Ms. Pamela Nisbet
Extendicare Medex
1865 Baseline Road
Ottawa ON K2C 3K6

Dear Ms. Nisbet:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on October 1, 2010 under the *Long-Term Care Homes Act, 2007* (LTCHA) for the purpose of ensuring compliance with requirements under the LTCHA.

This inspection report must be posted in the home, in a conspicuous and easily accessible location in accordance with the LTCHA, 2007, S.O. 2007, c.8, s.79 (1) and (2).

A copy of the ***Inspection Report-Public Copy*** must be made available without charge upon request. The report will also be on file with the Ottawa Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

A handwritten signature in dark ink, appearing to read "Lyne Duchesne", written over a circular stamp.

Lyne Duchesne
LTC Home Inspector – Nursing

c President, Resident's Council
President, Family Council



**Inspection Report
under the *Long-Term
Care Homes Act, 2007***

**Rapport d'inspection
prévus le *Loi de 2007
les foyers de soins de
longue durée***

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☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection
October 1, 2010

Inspection No/ d'inspection
2010_188_2579_01Oct09453

Type of Inspection/Genre d'inspection
Complaint – log # O-001320

Licensee/Titulaire

Extendicare Northeastern Ontario Inc. [a subsidiary of Extendicare (Canada) Inc.]
3000 Steeles Avenue East
Suite 700
Markham, ON
L3R 9W2
Fax: 905-470-5588

Long-Term Care Home/Foyer de soins de longue durée

Extendicare Medex
1865 Baseline Rd
Ottawa ON
K2C 3K6
Fax: (613) 225-0960

Name of Inspector(s)/Nom de l'inspecteur(s)

Lyne Duchesne # 117

Inspection Summary/Sommaire d'inspection



The purpose of this inspection was to conduct a complaint inspection related to care and services provided to an identified resident.

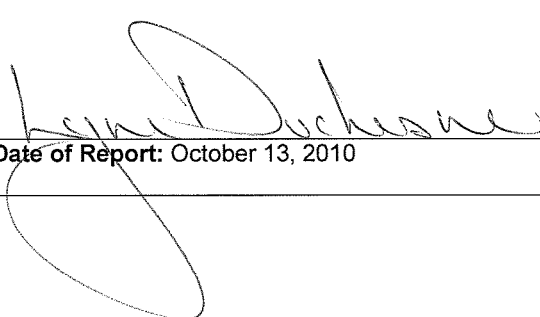
During the course of the inspection, the inspector spoke with the home's Director of Care, the home's Assistant Director of Care, the unit day Registered Nurse, to 2 health care aids, to a resident and to the identified resident.

During the course of the inspection, the inspector reviewed the identified resident's health care records, examined the identified resident's room, observed the breakfast meal service of October 1, 2010 as well as reviewed the home's policy # 05-07-04 related to personal hygiene/grooming

The following Inspection Protocols were used during this inspection:

1. Personal Support Services

No findings of Non-Compliance were found during this inspection.

Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné		Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.
		
Title:	Date:	Date of Report: October 13, 2010