

**Ministry of Long-Term Care**

Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Central East District**

33 King Street West, 4th Floor  
Oshawa, ON, L1H 1A1  
Telephone: (844) 231-5702

## Public Report

**Report Issue Date:** January 27, 2025

**Inspection Number:** 2025-1354-0001

**Inspection Type:**

Critical Incident

**Licensee:** Axiom Extendicare LTC II LP, by its general partners Extendicare LTC Managing II GP Inc. and Axiom Extendicare LTC II GP Inc.

**Long Term Care Home and City:** Elginwood, Richmond Hill

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 15, 16, 17, 21, 22, 23, 24, 27, 2025

The following intake(s) were inspected:

- An intake was related to Outbreak.
- An intake was related to Neglect.
- An intake was related to Physical abuse.
- An intake was related to Improper care.

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

Infection Prevention and Control  
Prevention of Abuse and Neglect

## INSPECTION RESULTS

**WRITTEN NOTIFICATION: Infection prevention and control program**

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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).

The licensee has failed to implement any standard or protocol issued by the Director with respect to infection prevention and control (IPAC).

In accordance with the IPAC Standard for Long Term Care Homes April 2022 (IPAC Standard) section 6.1 states, the licensee shall make Personal Protective Equipment (PPE) available and accessible to staff and residents, appropriate to their role and level of risk. This shall include having a Personal Protective Equipment (PPE) supply and stewardship plan in place and ensuring adequate access to PPE for Routine Practices and Additional Precautions. The licensee shall ensure that the PPE supply and stewardship plan is consistent with any relevant Directives and/or Guidance, regarding appropriate PPE use, from the Chief Medical Officer of Health or the Minister of Long-Term Care, which may be in place.

Several residents were observed to be under additional precaution and staff, and visitors were required to wear gown and gloves, as indicated by signage posted on their doors. The gown supply was not available to staff; the PPE bin on the door outside the rooms were empty.

**Sources:** Observations, Interview with IPAC Manager.

**WRITTEN NOTIFICATION: Nutritional care and hydration programs**

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NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 74 (2) (c)**

Nutritional care and hydration programs

s. 74 (2) Every licensee of a long-term care home shall ensure that the programs include,

(c) the implementation of interventions to mitigate and manage those risks;

The licensee has failed to comply with the program to implement interventions to mitigate and manage risks, related to nutritional care and dietary services and hydration for the resident.

The resident returned from the hospital with specific dietary interventions in the discharged summary report. The resident required a specific dietary intervention to support their health condition. The admitting Registered Practical nurse failed to implement the recommendations. The dietary referral and care plan was not updated upon re-admission. As a result, the resident's health condition was compromised and was sent to the hospital.

**Sources:** Record review, Interview with Registered Nurse, and Director of Care.