

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: May 29, 2025

Inspection Number: 2025-1354-0004

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): May 26, 27, 28, 29, 2025

The following intake(s) were inspected:

- An intake related to the neglect of a resident by staff.
- An intake related to the unknown cause of a fracture.

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

Resident Care and Support Services
Continence Care
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to protect

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

The licensee failed to protect a resident from neglect from care staff.

According to Ontario Regulation 246/22, neglect is defined as the failure to provide a resident with the treatment, care, services or assistance required for health, safety or well-being, and includes inaction or a pattern of inaction that jeopardizes the health, safety or well-being of one or more residents.

A Critical Incident Report (CIR) was submitted to the Director related to a complaint from resident's Substitute Decision Maker (SDM), that there was a significant delay in call bell answering and care to the resident.

It was found during the Long Term Care (LTC) home's investigation care staff ignored to answer resident call bell for over an hour and delayed resident care.

The home's expectation is that the call bells are to be answered in a prompt manner.

Sources: CIR, Resident medical records, LTC Homes investigation notes, and interviews with staff.

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