

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

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Public Report

Report Issue Date: October 9, 2025

Inspection Number: 2025-1120-0004

Inspection Type:

Complaint
Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Kapuskasing, Kapuskasing

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: October 6th to 9th 2025

The following intakes were inspected:

- Three intakes related to the neglect of a resident.
- One intake related to the fall of a resident.
- One complaint related to the neglect of a resident.

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

Resident Care and Support Services
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Documentation

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 1.

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

a) The licensee failed to ensure that the provision of care set out in a resident's plan of

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care was documented. A staff member failed to document the continence care provided to a resident on multiple occasions.

Sources: Electronic health record; and Interviews with staff.

b) The licensee failed to ensure that the provision of care set out in the resident's plan of care was documented. A staff member failed to document the meals and snacks provided to a resident on multiple occasions.

Sources: Electronic health record; and Interviews with staff.

WRITTEN NOTIFICATION: Dining and snack service

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

Non-compliance with: O. Reg. 246/22, s. 79 (1) 8.

Dining and snack service

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

8. Providing residents with any eating aids, assistive devices, personal assistance and encouragement required to safely eat and drink as comfortably and independently as possible.

The licensee failed to ensure that a resident was provided with personal assistance and the encouragement required to safely eat and drink as comfortably and independently as possible.

Sources: Electronic health record; and Interviews with staff.



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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