

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: June 19, 2025

Inspection Number: 2025-1369-0006

Inspection Type:

District Initiated

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Mississauga, Mississauga

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 18, 19, 2025

The following intake(s) were inspected:

- Intake: #00150265 - Post remediation following flood.

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

Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION: Maintenance services

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

Non-compliance with: O. Reg. 246/22, s. 96 (1) (b)

Maintenance services

s. 96 (1) As part of the organized program of maintenance services under clause 19 (1) (c) of the Act, every licensee of a long-term care home shall ensure that,

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(b) there are schedules and procedures in place for routine, preventive and remedial maintenance.

The licensee has failed to ensure that there were preventive maintenance schedules and procedures in place for the sanitary sewer lines.

In April 2025, a sewer line became blocked with items that were flushed down the toilets (disposable wipes, clothing items, linen items, disposable gloves, etc.). The blockage forced gray water or waste water to back up into a section of the home via a floor drain. The water soaked into the walls and flooring material, which required drying and/or removal. Nine residents were displaced to complete the remediation.

The licensee's maintenance procedures did not include any direction for staff with respect to how, when and how sanitary sewer lines would need to be monitored, and whether a third party would be required to assist with the monitoring of the lines for overall condition and blockages (whether grease, objects, tree roots, etc).

Sources: Review of the LTCH's maintenance policies, interview with Executive Director, maintenance hand, PSW, and registered staff.

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

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