

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

Toronto District
5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Public Report

Report Issue Date: March 11, 2026
Inspection Number: 2026-1049-0001
Inspection Type: Critical Incident
Licensee: Extendicare (Canada) Inc.
Long Term Care Home and City: Extendicare Scarborough, Scarborough

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: March 5, 6, 9, 11, 2026

The following intakes were inspected:

- Intake: #00166642 – [CIS: 2117-000071-25] – related to an allegation of improper resident care
- Intake: #00167400 – [CIS: 2117-000003-26] – related to a resident injury of an unknown cause

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

- Resident Care and Support Services
- Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Transferring and positioning techniques

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

Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

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Staff did not use safe transfer technique when assisting a resident.

A resident sustained an injury while being assisted by a Personal Support Worker (PSW). The PSW indicated that they did not ensure the resident was in a safe position prior to providing assistance with locomotion.

Sources: A resident's clinical records, CI #2117-000071-25, home's investigation notes, interview with a PSW and the Assistant Director of Care.