

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: March 19, 2026

Inspection Number: 2026-1327-0002

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Southwood Lakes, Windsor

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 10-13 and 16-19, 2026

The inspection occurred offsite on the following date(s): March 13, 2026

The following intake(s) were inspected:

- Intake: #00165731 -Follow-up #1: CO#001/2025-1327-0009, O. Reg. 246/22 - s. 140 (2) Administration of Drugs, CDD March 6, 2026.
- Intake: #00168983 - Complaint related to resident care.
- Intake: #00169368/CI: 2842-000003-26 - Fall with injury.
- Intake: #00170244/CI: 2842-000006-26 Improper care to resident.
- Intake: #00170325 -Complaint related to medication administration.
- Intake: #00171475/CI: 2842-000007-26 - Medication incident.
- Intake: #00171768 - Complainant related to medication administration.
- Intake: #00172624/CI: 2842-000010-26 Improper care to resident.

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2025-1327-0009 related to O. Reg. 246/22, s. 140 (2).

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

- Medication Management
- Responsive Behaviours
- Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Medication Management System

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

Non-compliance with: O. Reg. 246/22, s. 123 (2)

Medication management system

s. 123 (2) The licensee shall ensure that written policies and protocols are developed for the medication management system to ensure the accurate acquisition, dispensing, receipt, storage, administration, and destruction and disposal of all drugs used in the home.

In accordance with O. Reg 246/22 s. 11 (1) b, the licensee is required to ensure that written policies developed for the medication management system are complied with.

Specifically, the homes 'Medication Management' policy indicates to 'Observe

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

medication for ingestion otherwise it cannot be considered administered' and 'Do not leave medication unattended for the resident'.

A staff member documented that a resident's medications were administered at specific times; however, during an internal interview, the staff member confirmed that the medications were not ingested until later. The medications had been left unattended in the resident's room with an individual who was not registered staff.

Sources

Review of resident medical records, review of the homes Investigation, interview with staff member and an interview with the Director of Care.

COMPLIANCE ORDER CO #001 Administration of drugs

NC #002 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 140 (2)

Administration of drugs

s. 140 (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber. O. Reg. 246/22, s. 140 (2).

The Inspector is ordering the licensee to prepare, submit and implement a plan to ensure compliance with O. Reg. 246/22, s. 140 (2) [FLTCA, 2021, s. 155 (1) (b)]:

The plan must include but is not limited to: Create a plan to support the reduction of medication administration errors that includes pharmacy, front line registered staff and a physician pertaining to the reducing high risk medication incidents. Include in the plan specifics on steps the registered staff will take to ensure doctors orders are followed through regarding a specific resident's medication administration.

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

The plan must include but is not limited to:

A) Prepare, submit and implement a written plan that includes pharmacy, physician(s), Director of Care and or Executive Director, and front line registered staff who administer high risk medication, outlining the actions for achieving compliance with O.Reg 246/22 s. 140 (2) Administration of Drugs, in accordance with the directions for use specified by the prescriber, where administration follows the eight 'Rights' of Medication Administration.

B) This plan will include a written review of a specific resident's medications, to assess what medications are ordered, the scheduled times for administration, and if medications were not administered at the ordered time, the associated documentation to support this, and the action(s) taken by the nurse.

C) The plan, will need to include a review of the actual time medications are administered by the registered staff versus when the medication had been ordered to be administered. Ensure medication administration practices align with the College of Nurses (CNO) standards of practice and the home's policy on the 'Rights' of Medication Administration.

D) The plan will include the date, time, designation of the person(s) responsible for the corrective action(s) taken, what the corrective action(s) were, the evaluation and or outcome from the corrective action(s) taken by the home related to medication administration discrepancies for the specific resident.

E) Maintain a documented record of the preparation of the compliance plan(s), including the dates the preparation took place and names with designation(s) of the person(s) responsible.

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

F) Implement the actions outlined in the written plan by the Compliance Due Date.

G) Maintain a documented record of the actions implemented, the dates of implementation and the names with designation(s) of the person(s) responsible.

This plan is to be completed by April 20, 2026.

Grounds

During an interview, a staff member acknowledged that a medication was administered using an intramuscular injection at the deltoid site, contrary to the prescribed oral route of administration.

Sources: Resident record review, interview with staff.

A resident did not receive their medications as ordered on multiple occasions, without supporting documentation. In an interview with the Director of Care (DOC) they stated that if a medication is not given as ordered there should be rationale for not giving the resident's medication and that the physician should be called.

Sources: Interview with DOC, medication administration record, and progress notes.

A resident was ordered medication at a certain time and on at least three occasions the resident did not receive their scheduled medication in accordance with the directions for use specified by the prescriber.

Sources: resident record review, discussion with staff.

This order must be complied with by May 4, 2026

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

An Administrative Monetary Penalty (AMP) is being issued on this compliance order AMP #001

NOTICE OF ADMINISTRATIVE MONETARY PENALTY (AMP)

The Licensee has failed to comply with FLTCA, 2021

Notice of Administrative Monetary Penalty AMP #001

Related to Compliance Order CO #001

Pursuant to section 158 of the Fixing Long-Term Care Act, 2021, the licensee is required to pay an administrative penalty of \$5500.00, to be paid within 30 days from the date of the invoice.

In accordance with s. 349 (6) and (7) of O. Reg. 246/22, this administrative penalty is being issued for the licensee's failure to comply with a requirement, resulting in an order under s. 155 of the Act and during the three years immediately before the date the order under s. 155 was issued, the licensee failed to comply with the same requirement.

Compliance History:

O. Reg. 246/22 s. 140 (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber. O. Reg. 246/22, s. 140 (2).

This is the first AMP that has been issued to the licensee for failing to comply with

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

this requirement.

Invoice with payment information will be provided under a separate mailing after service of this notice.

Licensees must not pay an AMP from a resident-care funding envelope provided by the Ministry [i.e., Nursing and Personal Care (NPC); Program and Support Services (PSS); and Raw Food (RF)]. By submitting a payment to the Minister of Finance, the licensee is attesting to using funds outside a resident-care funding envelope to pay the AMP.

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.