

**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

## Original Public Report

**Report Issue Date:** October 18, 2024

**Inspection Number:** 2024-1125-0004

**Inspection Type:**

Follow-up

**Licensee:** Extendicare (Canada) Inc.

**Long Term Care Home and City:** Extendicare Tri-Town, Haileybury

## INSPECTION SUMMARY

The inspection occurred offsite on the following date(s): October 15 to 18, 2024.

The following intake was inspected:

- One intake related to a follow-up Compliance Order (CO) #001 from Inspection #2024\_1125\_0002.

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found **NOT** to be in compliance:

Order #001 from Inspection #2024-1125-0002 related to O. Reg. 246/22, s. 96 (2) (k).

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

Housekeeping, Laundry and Maintenance Services

## INSPECTION RESULTS

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**WRITTEN NOTIFICATION: Licensee must comply**

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

**Non-compliance with: FLTCA, 2021, s. 104 (4)**

Conditions of licence

s. 104 (4) Every licensee shall comply with the conditions to which the licence is subject.

The licensee has failed to comply with Compliance Order (CO) #001 from Inspection #2024\_1125\_0002, served on August 15, 2024, with a compliance due date of October 11, 2024.

The home did not provide documentation to support the monitoring of water temperatures in random locations or any corrective action to address any out-of-range water temperatures.

Sources: Record reviews of the home's water temperature monitoring; staff training on water temperature and tub and shower audit tool; email correspondence with the Administrator/DOC, and interview with staff members and the Administrator/DOC.

**An Administrative Monetary Penalty (AMP) is being issued on this written notification 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 Written Notification NC #001**

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Pursuant to section 158 of the Fixing Long-Term Care Act, 2021, the licensee is required to pay an administrative penalty of \$1100.00, 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 an order under s. 155 of the Act.

**Compliance History:**

Prior NC with O. Reg. 246/22, s. 96 (2) (k), resulting in CO #001 in Inspection #2024-1125-0002, issued on August 15, 2024.

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



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

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