

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: February 3, 2026

Inspection Number: 2026-1246-0001

Inspection Type:

Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Riverbend Place, Cambridge

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 28-29, 2026 and February 2-3, 2026.

The following intake(s) were inspected:

- Intake: #00162724 - related to an outbreak.

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

Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Infection prevention and control program

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

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

In accordance with section 9.1 of the Infection Prevention and Control (IPAC) Standard for Long Term Care Home (LTCH)'s, the licensee shall ensure that Routine Practices and Additional Precautions are followed in the IPAC program. At a minimum, the proper use of personal protective equipment (PPE), including appropriate selection, application, removal and disposal, are required.

Staff provided direct care to a resident who was on isolation, without the appropriate PPE.

Sources: The IPAC Standard for LTCHs, the home's Outbreak Guide-Plan, a resident's clinical records, Inspector's observation, and interviews with staff.