

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 20, 2026

Inspection Number: 2026-1348-0001

Inspection Type:

Complaint
Critical Incident

Licensee: Axium Extendicare LTC II LP, by its general partners Extendicare LTC Managing II GP Inc. and Axium Extendicare LTC II GP Inc.

Long Term Care Home and City: Stirling Heights, Cambridge

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 4-5, 10-13, 17, and 19-20, 2026

The inspection occurred offsite on the following date(s): February 18, 2026

The following intake(s) were inspected:

- Intake: #00165355 - continence care and bowel management program.
- Intake: #00165802 - infection prevention and control program.
- Intake: #00166917 - falls prevention and management program.
- Intake: #00166966 - complaint regarding the falls prevention and management program.
- Intake: #00168410 - complaint alleging neglect.

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

- Infection Prevention and Control
- Prevention of Abuse and Neglect

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Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Continance care and bowel management

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

Non-compliance with: O. Reg. 246/22, s. 56 (2) (c)

Continance care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,
(c) each resident who is unable to toilet independently some or all of the time receives assistance from staff to manage and maintain continence;

On a specific date, a resident did not receive toileting assistance from staff for several hours.

Sources: Critical Incident (CI) Report, a resident's clinical records, Long-term Care Home's (LTCH) investigation records; and interviews with the DOC and other staff.

WRITTEN NOTIFICATION: Infection prevention and control program

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 102 (9) (a)

Infection prevention and control program

s. 102 (9) The licensee shall ensure that on every shift,

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(a) symptoms indicating the presence of infection in residents are monitored in accordance with any standard or protocol issued by the Director under subsection (2); and

Three residents with symptoms that indicated the presence of infection were not monitored every shift while the unit was in a respiratory outbreak.

Sources: Critical Incident (CI) report, three residents' clinical records, IPAC Standard (Issued April 2022, Revised September 2023), and interviews with staff.

COMPLIANCE ORDER CO #001 Falls prevention and management

NC #003 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 54 (2)

Falls prevention and management

s. 54 (2) Every licensee of a long-term care home shall ensure that when a resident has fallen, the resident is assessed and that a post-fall assessment is conducted using a clinically appropriate assessment instrument that is specifically designed for falls. O. Reg. 246/22, s. 54 (2); O. Reg. 66/23, s. 11.

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

The licensee shall:

- A) Provide re-education to all registered staff members who work on an identified home area regarding the home's falls prevention and management program.
 - i. Re-education must include an online training component using the home's respective PointClickCare (PCC) post-falls assessments.

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B) Provide re-education to all registered staff members who work on an identified home area regarding the home's pain management program.

i. Re-education must include an online training component using the home's respective PCC pain assessments.

C) Maintain a documented record of all the above re-education, including the content of the re-education, date of the re-education, name of staff who provided the re-education, and staff signed attendance.

D) Following the re-education above, the home shall audit three (3) post-fall assessments to ensure accuracy, completion, and precision.

i. Maintain a record of the audit. Ensure that it includes the following and be made available upon the Inspector's request: names of the auditor(s) and person being audited, the dates, and corrective actions taken (if any).

Grounds

In accordance with O. Reg. 246/22 s. 11 (1) (b), the licensee is required to ensure that written policies developed for the falls prevention and management program were complied with. Specifically, the home's Post-Fall Procedure required all components of the post-fall assessments to be completed including pain monitoring and evaluation, which did not occur for a resident.

A resident fell and sustained injuries. The post-fall assessments were incomplete, inaccurate, and did not include an appropriate assessment of the resident's pain level.

When staff did not appropriately assess and monitor a resident post-fall, there was

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an increased risk with the resident receiving delayed treatment and a progression of their injuries.

Sources: review of a resident's clinical records, the home's falls and pain management policies; and interviews with staff.

This order must be complied with by April 2, 2026

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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

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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:

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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.