

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: December 16, 2025

Inspection Number: 2025-1236-0005

Inspection Type:
Complaint

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Telfer Place, Paris

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 15, 16, 2025

The following intake(s) were inspected:

- Intake: #00163623, complaint related to resident care.

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

Resident Care and Support Services

INSPECTION RESULTS

WRITTEN NOTIFICATION: Foot Care

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

Non-compliance with: O. Reg. 246/22, s. 39 (1)

Foot care and nail care

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s. 39 (1) Every licensee of a long-term care home shall ensure that each resident of the home receives preventive and basic foot care services, including the cutting of toenails, to ensure comfort and prevent infection.

The Ministry of Long-Term care received a complaint specific to a resident's foot care and cutting of toenails.

Clinical record review for a resident and staff interviews showed the resident was receiving foot care services from a private agency. The visits from the agency were stopped on a certain date. The Administrator and Director of Care said the expectation was for staff to inspect and monitor the resident's feet during baths and daily routines and report to the nurses any concerns. They said the staff did not provide preventative and basic foot care for the resident and did not report to the nurses that the toenails were not being trimmed.

Sources: resident's clinical record, interview with DOC and Administrator.