

**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:** February 4, 2026

**Inspection Number:** 2026-1236-0001

**Inspection Type:**

Critical Incident

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

**Long Term Care Home and City:** Telfer Place, Paris

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 29, 2026 and February 2-4, 2026.

The following intake(s) were inspected:

Intake: #00165673 - CIS 2742-000026-25 - related to Improper/Incompetent treatment of a resident

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

Contenance Care

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Plan of Care

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

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**Non-compliance with: FLTCA, 2021, s. 6 (9)**

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.
2. The outcomes of the care set out in the plan of care.
3. The effectiveness of the plan of care.

The plan of care for a resident directed staff to complete a task for a resident twice a day. Interview with a PSW and the Director of Care (DOC) reported that the directed care was being provided, however, was not documented. A review of the resident's clinical record including Personal Support Worker (PSW) tasks in Point of Care (POC) in Point Click Care (PCC) did not include the provision of this care including outcomes and effectiveness.

**Sources:** Interview with a PSW and the DOC, review of a resident's clinical record.