

**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:** November 26, 2025

**Inspection Number:** 2025-1264-0006

**Inspection Type:**

Critical Incident

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

**Long Term Care Home and City:** Trillium Court, Kincardine

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 19-20, 24-26, 2025

The following intake(s) were inspected:

- Intake #00159577 was related to medication management; and
- Intake #00163233 was related to infection prevention and control.

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

- Medication Management
- Infection Prevention and Control

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Medication Management

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

**Non-compliance with: O. Reg. 246/22, s. 140 (2)**

Administration of drugs

s. 140 (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber. O. Reg. 246/22, s. 140 (2).

The directions in the medication administration record (MAR) for a resident was not followed by a staff member, resulting in a medical emergency for the resident.

**Sources:** Clinical records, and interviews with staff.

## **WRITTEN NOTIFICATION: Medication Management**

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

**Non-compliance with: O. Reg. 246/22, s. 146 (b)**

Residents' drug regimes

s. 146. Every licensee of a long-term care home shall ensure that,  
(b) appropriate actions are taken in response to any medication incident involving a resident, any incidents of severe hypoglycemia and unresponsive hypoglycemia and any adverse drug reaction to a drug or combination of drugs, including psychotropic drugs; and

The registered staff did not administer the correct treatment to a resident as per the home's policy for hypoglycemia management, nor was the resident sent to the hospital after retesting the resident's blood glucose levels multiple times and it remained low.

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**Sources:** Clinical records, the home's hypoglycemia algorithm, and interview with staff.