

**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 17, 2025

**Inspection Number:** 2025-1168-0010

**Inspection Type:**

Complaint

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

**Long Term Care Home and City:** Elmwood Place, London

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 9, 12, 15, 16 & 17, 2025.

The inspection occurred offsite on the following date(s): December 10, 11 & 16, 2025.

The following intake(s) were inspected:

- Intake #00162307 - Complaint related to housekeeping

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

Housekeeping, Laundry and Maintenance Services  
Reporting and Complaints

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Housekeeping

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

**Non-compliance with: O. Reg. 246/22, s. 93 (2) (a) (ii)**

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(a) cleaning of the home, including,

(ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces;

Procedures for the organized program of housekeeping services were not implemented when cleaning of the home's common area was not completed.

A complaint was submitted to the Ministry of Long-Term Care regarding concerns related to the cleaning of the home, including common areas.

The Executive Director confirmed it was their expectation that cleaning of the room and the removal of garbage should have been completed.

**Sources:** Housekeeping procedures and guidelines; interviews with residents, staff members and the Executive Director.