

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: February 4, 2026
Inspection Number: 2026-1409-0001
Inspection Type: Complaint Critical Incident
Licensee: Extendicare (Canada) Inc.
Long Term Care Home and City: Extendicare Port Hope, Port Hope

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 28, 29, 30, 2026 and February 2, 3, 4, 2026

The following intake(s) were inspected:

- Intake: #00164328 - Complaint related to care of a resident.
- Intake: #00166445 - CIR related to a written complaint.
- Intake: #00168296 - CIR related to a fall incident of a resident.

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

Resident Care and Support Services
Food, Nutrition and Hydration
Reporting and Complaints
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Complaints procedure — licensee

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

Non-compliance with: FLTCA, 2021, s. 26 (1) (c)

Complaints procedure — licensee

s. 26 (1) Every licensee of a long-term care home shall,

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(c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

The Director of Care (DOC) received a written complaint concerning the care of a resident. The complaint was not forwarded to the Director.

Sources: Written complaint and interview with the Executive Director.

WRITTEN NOTIFICATION: Foot care and nail care

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

Non-compliance with: O. Reg. 246/22, s. 39 (2)

Foot care and nail care

s. 39 (2) Every licensee of a long-term care home shall ensure that each resident of the home receives fingernail care, including the cutting of fingernails.

A resident's care plan specified that fingernail care, including cleaning and trimming, was to be completed weekly. The resident's fingernails were trimmed on three occasions during a period of fourteen weeks.

Sources: Resident's health records, documentation survey reports/point of care documentation and interviews with a Personal Support Worker (PSW) and a Registered Practical Nurse (RPN).

WRITTEN NOTIFICATION: Menu planning

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 77 (5)

Menu planning

s. 77 (5) The licensee shall ensure that the planned menu items are offered and available at each meal and snack. O. Reg. 246/22, s. 390 (1).

A resident was not offered a snack on a specified day as none was available at the nourishment cart.



**Inspection Report Under the
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Sources: resident's progress notes, meal suite documentation, interviews with a Personal Support Worker (PSW) and the Food and Nutrition Manager.



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