

Ministry of Long-Term Care

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

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Public Report

Report Issue Date: September 2, 2025

Inspection Number: 2025-1464-0005

Inspection Type:

Proactive Compliance Inspection

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: Arbour Heights, Kingston

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 20-22, 25-29, 2025 and September 2, 2025.

The following intake(s) were inspected:

Intake: #00155760 - Proactive Compliance Inspection (PCI).

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

- Food, Nutrition and Hydration
- Medication Management
- Safe and Secure Home
- Quality Improvement
- Pain Management
- Resident Care and Support Services
- Skin and Wound Prevention and Management
- Residents' and Family Councils
- Housekeeping, Laundry and Maintenance Services

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Infection Prevention and Control
Prevention of Abuse and Neglect
Staffing, Training and Care Standards
Residents' Rights and Choices

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) (b) (i)

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,

(b) cleaning and disinfection of the following in accordance with manufacturer's specifications and using, at a minimum, a low level disinfectant in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices:

(i) resident care equipment, such as whirlpools, tubs, shower chairs and lift chairs,

The licensee has failed to ensure that the cleaning and disinfecting of the resident tubs were in accordance with manufacturer's specifications.

The Arjo disinfectant used for resident tubs indicated that treated surfaces must remain wet for ten minutes after application. On a date in August 2025, a Personal Support Worker (PSW) stated that they leave the disinfectant on the tub for two to three minutes and on a second date in August 2025, a PSW stated that they leave

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the disinfectant on for five minutes.

Sources: Cleaning and Disinfection Policy #IPC8-P10, manufacturer's specifications of the Arjo disinfectant, and interviews with two PSWs, Assistant Director of Care (ADOC) and Environmental Services Manager (ESM).