

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

North District  
159 Cedar St, Suite 403  
Sudbury, ON, P3E 6A5  
Telephone: (800) 663-6965

## Public Report

**Report Issue Date:** September 11, 2025

**Inspection Number:** 2025-1471-0003

**Inspection Type:**  
Critical Incident

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

**Long Term Care Home and City:** Extendicare Maple View of Sault Ste. Marie, Sault Ste. Marie

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 8-11, 2025.

The following intake(s) were inspected:

- Two intakes related to abuse of a resident
- Intake related to an allegation of improper care of a resident

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

Resident Care and Support Services  
Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Responsive Behaviours

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

**Non-compliance with: O. Reg. 246/22, s. 58 (1) 2.**

Responsive behaviours

s. 58 (1) Every licensee of a long-term care home shall ensure that the following are developed to meet the needs of residents with responsive behaviours:

2. Written strategies, including techniques and interventions, to prevent, minimize or respond to the responsive behaviours.

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The licensee has failed to ensure that written strategies including techniques and interventions, to prevent, minimize or respond to resident's responsive behaviours were developed.

A resident had responsive behaviours towards another resident on two separate dates.

A resident's care plan failed to identify triggers, strategies, techniques and interventions or interventions to prevent, minimize or respond to their specific responsive behaviours.

Sources: CIS reports; the home's investigation notes; the licensee's Zero Tolerance of Resident Abuse and Neglect Program; resident's health care records; interviews with DOC and other staff.



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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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