

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:** March 17, 2026

**Inspection Number:** 2026-1336-0002

**Inspection Type:**  
Critical Incident

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

**Long Term Care Home and City:** Extendicare Cobourg, Cobourg

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 13, 16 - 17, 2026

The following intake(s) were inspected:

- Critical Incident [CI] #2851-000004-26 - Related to medication incident

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

- Medication Management
- Infection Prevention and Control
- Pain Management
- Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Required programs

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

**Non-compliance with: O. Reg. 246/22, s. 53 (1) 4.**

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

4. A pain management program to identify pain in residents and manage pain. O. Reg. 246/22, s. 53 (1); O. Reg. 66/23, s. 10.

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In accordance with O. Reg 246/22, s 11 (1) (b), the licensee is required to ensure that written policies developed for the pain management program were complied with. Specifically, an assessment was not completed when a resident complained of a new pain.

Sources: Clinical documentations

### **WRITTEN NOTIFICATION: Pain management**

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

**Non-compliance with: O. Reg. 246/22, s. 57 (1) 4.**

Pain management

s. 57 (1) The pain management program must, at a minimum, provide for the following:

4. Monitoring of residents' responses to, and the effectiveness of, the pain management strategies.

A residents' responses were not monitored when a new medication was started. The resident had a reaction and was sent to the hospital for further assessment and treatment.

Sources: Clinical documentations, and interview with staff.



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

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