

**Ministry of Long-Term Care**

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

**Central West District**

609 Kumpf Drive, Suite 105  
Waterloo, ON, N2V 1K8  
Telephone: (888) 432-7901

## Public Report

**Report Issue Date:** March 6, 2025

**Inspection Number:** 2025-1377-0002

**Inspection Type:**

Critical Incident

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

**Long Term Care Home and City:** Extendicare Halton Hills, Georgetown

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 3-6, 2025

The following intake(s) were inspected:

- Intake: #00136766 - alleged staff-to-resident abuse.

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

Skin and Wound Prevention and Management  
Infection Prevention and Control  
Prevention of Abuse and Neglect

## 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) 2.**

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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:

2. A skin and wound care program to promote skin integrity, prevent the development of wounds and pressure injuries, and provide effective skin and wound care interventions.

The licensee has failed to ensure that the skin and wound program was followed in the home.

In accordance with O. Reg. 246/22 s. 11 (1) (b), the licensee was required to ensure that the written policies developed for the skin and wound management program were complied with.

The home's Skin and Wound Program: Wound Care Management policy states that staff are to promptly report changes in skin integrity observed during daily care to the nurse for immediate assessment. A Personal Support Worker (PSW) did not immediately report to the nurse an area of altered skin integrity on a resident when it was initially identified. The concern was reported to the nurse by a different staff member later in the day once it was identified.

**Sources:** Record review of the Skin and Wound Program: Wound Care Management policy #: RC-23-01-02, the home's investigation notes; and interviews with a Personal Support Worker (PSW) and the Director of Care (DOC).

**WRITTEN NOTIFICATION: Skin and wound care**

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

**Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (ii)**

Skin and wound care

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- s. 55 (2) Every licensee of a long-term care home shall ensure that,
- (b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,
  - (ii) receives immediate treatment and interventions to reduce or relieve pain, promote healing, and prevent infection, as required,

The licensee has failed to immediately assess and treat an area of altered skin integrity on a resident when a Personal Support Worker (PSW) failed to report the skin concern to a nurse.

**Sources:** Record review of a resident's clinical records, the home's internal investigation notes; and interview with a Personal Support Worker (PSW).