

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: January 29, 2026

Inspection Number: 2026-1055-0001

Inspection Type:

Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare London, London

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 28 & 29, 2026

The following intake(s) were inspected:

-Intake #00167067 / CI #2173-000001-26 related to falls prevention and management

An additional inspector was also present during this inspection.

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

Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Transferring and positioning techniques

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

Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

A staff member did not use safe transferring techniques when assisting a resident as per their plan of care.

Sources: Resident clinical records; Critical Incident System (CIS) report and investigative notes; the home's Safe Resident Handling policy, and interviews with staff.