

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: March 5, 2025

Inspection Number: 2025-1064-0001

Inspection Type:

Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare St. Catharines, St Catharines

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 26, 27, 2025 and March 3- 5, 2025.

The inspection occurred offsite on the following date(s): February 28, 2025.

The following intake(s) were inspected:

- Intake: #00130949 - Critical Incident (CI) related to resident care and support services.
- Intake: #00134485 - CI related to prevention of abuse and neglect.
- Intake: #00135415 - CI related to infection prevention and control.

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

Resident Care and Support Services
Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Duty to Protect

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

The licensee has failed to ensure that a resident was protected from verbal abuse by a staff member.

Section 2 of Ontario Regulation 246/22 defines verbal abuse as any form of verbal communication of a threatening or intimidating nature or any form of verbal communication of a belittling or degrading nature which diminishes a resident's sense of well-being, dignity or self-worth that is made by anyone other than a resident.

A resident was negatively impacted when they were verbally abused and intimidated by a staff member after management began to investigate a concern.

Sources: CI, resident Interview, staff interviews, interviews with management, investigation package.