

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: May 27, 2025

Inspection Number: 2025-1115-0002

Inspection Type:

Complaint

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare York, Sudbury

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 26 & 27, 2025

The following intake(s) were inspected:

- One intake related to a complaint for cold temperatures.

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

Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION: Air Temperature

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

Non-compliance with: O. Reg. 246/22, s. 24 (1)

Air temperature

s. 24 (1) Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius.

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The licensee failed to ensure that the home was maintained at a minimum temperature of 22 degrees Celsius.

Sources: Temperature and Humidity Log, staff and the Director of Care (DOC) interviews.

WRITTEN NOTIFICATION: Air Temperatures

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

Non-compliance with: O. Reg. 246/22, s. 24 (2) 1.

Air temperature

s. 24 (2) Every licensee of a long-term care home shall ensure that the temperature is measured and documented in writing, at a minimum in the following areas of the home:

1. At least two resident bedrooms in different parts of the home.

The licensee failed to ensure that the temperature was measured and documented in writing, in at least two resident bedrooms in different parts of the home.

Sources: Temperature and Humidity Log, interviews with staff #102 and the DOC.

WRITTEN NOTIFICATION: Air Temperatures

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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Non-compliance with: O. Reg. 246/22, s. 24 (3)

Air temperature

s. 24 (3) The temperature required to be measured under subsection (2) were documented at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

The licensee failed to ensure that temperatures were documented at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

During the review of the “Temperature and Humidity Log”, it was noted on a number of different days the temperature was not documented three times a day.

Sources: Temperature and Humidity Log, interviews with staff and the DOC.

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