

**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:** July 29, 2025

**Inspection Number:** 2025-1355-0004

**Inspection Type:**

Critical Incident

**Licensee:** Axiom Extendicare LTC II LP, by its general partners Extendicare LTC Managing II GP Inc. and Axiom Extendicare LTC II GP Inc.

**Long Term Care Home and City:** West Oak Village, Oakville

## INSPECTION SUMMARY

The inspection occurred onsite on the following dates: July 23-25, 28-29, 2025

The following intake was inspected:

- Intake: #00148230 - Critical Incident (CI) #2870-000040-25 - Resident Care and Support Services

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

Resident Care and Support Services

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Responsive behaviours

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

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**Non-compliance with: O. Reg. 246/22, s. 58 (1) 1.**

Responsive behaviours

s. 58 (1) Every licensee of a long-term care home shall ensure that the following are developed to meet the needs of residents with responsive behaviours:

1. Written approaches to care, including screening protocols, assessment, reassessment and identification of behavioural triggers that may result in responsive behaviours, whether cognitive, physical, emotional, social, environmental or other.

The licensee has failed to comply with the home's Dementia Care Responsive Behavior Huddle Policy when staff did not complete the responsive behavior huddle form after a resident demonstrated responsive behaviors on a date in 2025.

In accordance with O. Reg 246/22, s. 11 (1) (b), the licensee is required to ensure that written policies developed for managing responsive behaviors were complied with.

Specifically, the home's Dementia Care Responsive Behavior Huddle policy indicated the home was to complete the responsive behavior huddle form for every responsive behavior, to capture the antecedents and triggers, which did not occur for the resident.

**Sources:** staff interviews, resident's clinical records, the home's policy titled "Dementia Care: Responsive Behavior Huddle", last reviewed March 31.