

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: August 29, 2025

Inspection Number: 2025-1343-0003

Inspection Type:
Complaint

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Hamilton, Hamilton

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 27, 28, 29, 2025

The following intake(s) were inspected:

-Intake: 00151855 - Complaint regarding housekeeping, laundry and maintenance services

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

Housekeeping, Laundry and Maintenance Services
Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Air conditioning requirements

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

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Non-compliance with: O. Reg. 246/22, s. 23.1 (3) 1.

Air conditioning requirements

s. 23.1 (3) The licensee shall ensure air conditioning is operating, and is used in accordance with the manufacturer's instructions, in each area of the long-term care home described in subsection (1) in either of the following circumstances:

1. When needed to maintain the temperature at a comfortable level for residents during the period and on the days described in subsections (1) and (2).

The licensee failed to ensure that air conditioning was operating effectively for the purpose of cooling the temperature in residents' rooms during days of hot weather when indoor temperatures exceeded 26 degrees as measured by the licensee.

The licensee's air conditioning system was unable to maintain comfortable indoor air temperatures for residents during hot days with indoor temperature for residents' rooms exceeding 26 degrees Celsius. Temperature logs reviewed on set dates exceeded 26 degree Celsius. The heat risk assessment score for a resident was high and their room temperature exceeded 26 degrees, putting them at a risk for heat related illness.

Sources: Observation, temperature logs (July and August 2025), interview with Staff.