

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: October 7, 2025

Inspection Number: 2025-1343-0004

Inspection Type:
Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Hamilton, Hamilton

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: September 24-26, 29, 2025, and October 1-2, 6-7, 2025.

The following intakes were inspected:

- Intake: #00156091, Critical Incident (CI) 2858-000030-25 was related to an unexpected death,
- Intake: #00156538, CI 2858-000031-25 was related to an environmental hazard; and,
- Intake: #00158377, CI 2858-000032-25 was related to an environmental hazard.

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

Housekeeping, Laundry and Maintenance Services
Food, Nutrition and Hydration

INSPECTION RESULTS

WRITTEN NOTIFICATION: Dining and Snack Service

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

Non-compliance with: O. Reg. 246/22, s. 79 (1) 3.

Dining and snack service

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

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3. Monitoring of all residents during meals.

The licensee has failed to ensure that a resident was monitored during lunch when a registered practical nurse (RPN) left the dining room to attend to another resident, in their room, who was calling for help. When the RPN was not in the dining room, the resident experienced an incident requiring medical intervention.

Sources: resident's clinical chart, Meal Service policy, Dysphagia Management and Safe Eating Policy; and interviews with two Health Care Aides, an RPN, and the Director of Care.