

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: September 26, 2025
Inspection Number: 2025-1369-0008
Inspection Type: Complaint Critical Incident
Licensee: Extendicare (Canada) Inc.
Long Term Care Home and City: Extendicare Mississauga, Mississauga

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 17-19, 22-26, 2025

The following intake(s) were inspected:

- Intake: #00154918 - Critical Incident (CI) #2884-000022-25/2884-000024-25 - related to resident care and support services
- Intake: #00155605 - CI# 2884-000025-25 - related to infection prevention and control
- Intake: #00156325 - Complaint with concerns related to medication management

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

- Resident Care and Support Services
- Medication Management
- Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Residents' Bill of Rights

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

Non-compliance with: FLTCA, 2021, s. 3 (1) 16.

Residents' Bill of Rights

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s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

16. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.

The licensee has failed to ensure that a resident had the right to proper care consistent with their needs when their care needs changed post-hospitalization.

A resident was readmitted to the home with changes made to their plan of care following hospitalization. Staff acknowledged that a clinical intervention monitoring the resident's health status was not completed for seventeen days as required, given their medical diagnosis and revisions made to their plan of care. Several days after the resident was readmitted to the home, they presented with signs of a medical event and as a result, was hospitalized for further treatment.

Sources: the resident's clinical records; and interviews with staff.