

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: July 29, 2025

Inspection Number: 2025-1071-0006

Inspection Type:
Complaint

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Oshawa, Oshawa

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 23- 25, 28-29, 2025

The following intake(s) were inspected:

- Intake: #00150289 - Complainant concerns regarding housekeeping

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

Housekeeping, Laundry and Maintenance Services
Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Housekeeping

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

Non-compliance with: O. Reg. 246/22, s. 93 (2) (a) (ii)

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Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

- (a) cleaning of the home, including,
- (ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces;

The licensee failed to implement the housekeeping procedures and cleaning schedule as required. Specifically, common areas in the resident's home area were not cleaned on the designated days, contrary to the home's internal housekeeping policy.

The inspector observed that common areas were unclean on days when cleaning was scheduled. According to the home's Recommended Cleaning and Organization Policy, daily cleaning and disinfection must be completed. Interviews with staff confirmed that these tasks are expected to be part of routine cleaning practices.

Sources: Resident room observation, Extendicare Policy for Cleaning and Organization, and Interviews with staff.

COMPLIANCE ORDER CO #001 Housekeeping

NC #002 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 93 (2) (a) (i)

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

- (a) cleaning of the home, including,
- (i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces

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and wall surfaces, and

The inspector is ordering the licensee to comply with a Compliance Order IFLTCA, 2021, s. 155 (1) (a):

- 1) The Environmental Service Manager (ESM) or designate is to educate staff on the specific resident home area regarding the process for cleaning soiled residents' rooms. Maintain a documented record of staff who received the education, the date of education completion, and the contents of the education and training materials.
- 2) The ESM must develop and implement a formal process and schedule for cleaning soiled residents' rooms.
- 3) The ESM or designate must audit three different random rooms on each side of the resident's home area on the specific floor, every day for a minimum of two weeks. Maintain a documented record of the audits completed, including the name of the auditor, the name of the staff being audited, the date and the time of the audit.
- 4) Upon completion of the two-week audit, the ESM will review the audits with the Executive Director and develop a corrective plan of action for any identified areas of non-compliance with the daily cleaning of residents' rooms. The corrective plan of action, if any, will be implemented within one week of audit completion.
- 5) All records related to education, cleaning schedules, audits, and corrective actions must be made available to the inspector immediately upon request.

Grounds

The licensee failed to ensure that the housekeeping procedures and schedule were implemented for cleaning the home, specifically the multiple residents' rooms on a specific floor.

Rationale and Summary

A complaint was received by the Director regarding the cleanliness of residents' rooms on a particular floor. During multiple observations, the inspector observed that many residents' rooms were unclean. This indicates that the home's housekeeping procedures and schedule were not properly followed.

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According to the home's Recommended Cleaning and Organization Policy, daily cleaning and disinfection are required. Staff interviews confirmed that these tasks are part of routine cleaning expectations. However, staff reported that insufficient time is allocated during the day shift to complete these tasks in the specific unit.

Failure to follow the housekeeping program's cleaning schedule places residents at risk of living in an unclean environment, potentially impacting their health, well-being, and dignity.

Sources: Complaint email, Residents' room observation, Extendicare Policy for Cleaning and Organization, and Interviews with staff.

This order must be complied with by September 9, 2025

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

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Telephone: (844) 231-5702

e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

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Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
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e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.