

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

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| Report Issue Date: March 19, 2026 |
| Inspection Number: 2026-1368-0002 |
| Inspection Type: Critical Incident Follow up |
| Licensee: Extendicare (Canada) Inc. |
| Long Term Care Home and City: Extendicare Rouge Valley, Toronto |

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 17-19, 2026

The following intake(s) were inspected:

- Follow-up #: 1 - FLTCA, 2021 - s. 24 (1)
- 2883-000004-26 - Physical abuse staff to resident.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:
Order # from Inspection #2026-1368-0001 related to FLTCA, 2021, s. 24 (1) inspected by Tiffany Forde (741746)

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

Prevention of Abuse and Neglect

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Reporting certain matters to Director

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

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Non-compliance with: FLTCA, 2021, s. 28 (1) 2.

Reporting certain matters to Director

s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

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

The licensee shall:

1. Provide education to Behavioural Support Transition Unit (BSTU) Personal Support Staff (PSW) on the legislative and policy requirements for the immediate reporting of all alleged, suspected, or witnessed incidents of abuse and neglect, in accordance with the Fixing Long-Term Care Act, 2021 and the home's internal policies.
2. Provide education to (BSTU) PSW staff on whistle-blower protections, including their right and obligation to report abuse and neglect without fear of reprisal.
3. Ensure the Administrator oversees all allegations of abuse and neglect to confirm they are managed in accordance with legislative requirements and the home's policy, including immediate reporting, documentation, investigation steps, and follow-up actions.

Grounds

The Long-Term Care Home (LTCH) did not to ensure that alleged abuse/neglect of resident by Personal Support Worker (PSW) was reported to the Director.

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Sources

: LTC homes investigation notes, Employee Records .

The LTCH did not ensure that the alleged abuse/neglect of Resident by PSW was immediately reported to the Director, as required . The incident was reported four days after it allegedly occurred.

There was increased risk to the residents related to the allegations of abuse and neglect not being reported immediately.

Sources:

Critical Incident Report 2883-000004-26, Interview with ADOC.

This order must be complied with by



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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April 29, 2026

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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
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

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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:

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
Toronto, ON, M7A 1N3
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.



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