

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

Toronto District
5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Public Report

Report Issue Date: December 11, 2025
Inspection Number: 2025-1049-0007
Inspection Type: Critical Incident
Licensee: Extendicare (Canada) Inc.
Long Term Care Home and City: Extendicare Scarborough, Scarborough

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 4, 5, 8, 9, 11, 2025
 The inspection occurred offsite on the following date(s): December 10, 2025
 The following Critical Incident (CI) intake(s) were inspected:

- Intakes #00161810 and #00163242 related to falls prevention and management.

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

Infection Prevention and Control
 Falls Prevention and Management

INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

Non-compliance with: FLTCA, 2021, s. 6 (10) (c)

Plan of care

s. 6 (10) The licensee shall ensure that the resident is reassessed and the plan of care

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reviewed and revised at least every six months and at any other time when,
(c) care set out in the plan has not been effective.

On a specific date, a resident had a fall that resulted in an injury. Resident's fall prevention interventions were assessed post-fall during which it was determined that a falls management intervention was ineffective; however, their plan of care was not revised accordingly. The intervention was resolved during the inspection once staff became aware and confirmed that the intervention was not effective for the resident as a fall-prevention measure.

Sources: Review of resident's care records, Interviews with resident and staff.

Date Remedy Implemented: December 5, 2025

WRITTEN NOTIFICATION: Required programs

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 53 (1) 1.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

1. A falls prevention and management program to reduce the incidence of falls and the risk of injury.

The falls prevention and management program to reduce incidence of falls and risk of injury for a resident was not complied with when the falls management interventions were not implemented as required in their plan of care.

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