

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: June 24, 2025

Inspection Number: 2025-1064-0003

Inspection Type:

Critical Incident

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare St. Catharines, St Catharines

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 19, 20, 23, 24, 2025

The following intake(s) were inspected:

- Intake: #00146714 related to Falls Prevention and Management
- Intake: #00149066 related to Infection Prevention and Control

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

Infection Prevention and Control
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty of licensee to comply with plan

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

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s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee has failed to ensure that the care set out in the plan of care was provided to a resident as specified in their plan related to transfers. Resident's plan of care indicated that their assistive device was to be kept out of the bedroom, in the closet or in the bathroom, but on two occasions Inspector observed the resident's assistive device left in their bedroom.

Sources: Observation, resident's clinical record, interview with staff.

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

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