

**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 17, 2025

**Inspection Number:** 2025-1064-0004

**Inspection Type:**

Complaint  
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): September 5, 8, 9, 10, 11, 15, 16, 17, 2025.

The following intake(s) were inspected:

- Intake: #00151842 - Critical Incident (CI) 2321-000024-25-  
Prevention of abuse and neglect.
- Intake: #00153611 - CI-2321-000026-25 - Fall prevention and  
management.
- Intake: #00156502 - Complaint related to staffing, training and care  
standards.

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

Responsive Behaviours  
Staffing, Training and Care Standards  
Falls Prevention and Management

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Qualifications of personal support workers

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

**Non-compliance with: O. Reg. 246/22, s. 52 (4)**

Qualifications of personal support workers

s. 52 (4) A licensee of a long-term care home is not required to comply with the requirements set out in this section until January 1, 2026, as long as the person hired as a personal support worker or to provide personal support services, in the reasonable opinion of the licensee, has the adequate skills, training and knowledge to perform the duties required of that position.

The licensee failed to ensure that every person hired by the licensee as a personal support worker, in the reasonable opinion of the licensee, had the adequate skills, training and knowledge to perform the duties required of that position.

The home had used an agency for their Personal Support Worker (PSW) staffing needs for a specified time in 2025. An interview with a staff member confirmed the home was unable to determine that these staff had the adequate skills, training and knowledge to perform the duties required of the position as no documents had been obtained for these staff and their qualifications reviewed, prior to their hire.

**Sources:** no documentation for all 35 PSW staff hired from agency supporting their qualifications; interview with staff #103 and others.