

Public Report

Report Issue Date: September 26, 2025

Inspection Number: 2025-1064-0005

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): September 25-26, 2025.

The following intake(s) were inspected:

-Intake: #00156834 - Critical Incident (CI) 2321-000033-25 - Falls prevention and management.

-Intake: #00157800 - CI 2321-000036-25 - Resident care and support services.

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

Resident Care and Support Services
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

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

Plan of care

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 for a resident

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

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was provided to the resident as specified in the plan. Upon the resident's admission to the home in August 2025, a falls prevention intervention was initiated in their plan of care. The falls prevention intervention was not actually implemented until a date in September 2025.

Sources: Resident's plan of care and progress notes; interview with Falls Lead.