

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: July 3, 2025

Inspection Number: 2025-1347-0003

Inspection Type:

Complaint
Critical Incident

Licensee: Axiom Extendicare LTC II LP, by its general partners Extendicare LTC Managing II GP Inc. and Axiom Extendicare LTC II GP Inc.

Long Term Care Home and City: Northridge, Oakville

INSPECTION SUMMARY

The inspection occurred onsite on the following date (s): June 23, 24, 25, 26, 27, 2025 and July 2, 3, 2025

The following intake (s) were inspected:

- Intake: #00145888 - [Critical incident CI: 2862-000014-25] related to Prevention of Abuse and Neglect.
- Intake: #00145904 - [CI: 2862-000015-25] related to Resident Care and Support Services.
- Intake: #00146748 - [CI: 2862-000019-25] related to Infection Prevention and Control.
- Intake: #00147669 - [CI: 2862-000020-25] related to Food, Nutrition and Hydration.
- Intake: #00149492 - [Complaint] related to Continence Care, Staffing, Training, and Care Standards, as well as Housekeeping, Laundry and Maintenance Services.

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

- Contenance Care
- Resident Care and Support Services
- Food, Nutrition and Hydration
- Housekeeping, Laundry and Maintenance Services
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Staffing, Training and Care Standards

INSPECTION RESULTS

WRITTEN NOTIFICATION: Contenance care and bowel management

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

Non-compliance with: O. Reg. 246/22, s. 56 (2) (a)

Contenance care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(a) each resident who is incontinent receives an assessment that includes identification of causal factors, patterns, type of incontinence and potential to restore function with specific interventions, and that where the condition or circumstances of the resident require, an assessment is conducted using a clinically appropriate assessment instrument that is specifically designed for assessment of incontinence;

The licensee has failed to ensure that a resident received a continence assessment using a clinically appropriate assessment instrument designed for assessing incontinence when their continence care needs have changed.

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Sources: Observation, a resident's clinical records; the home's Continence Care - Change of Continence procedure (Last reviewed March 31, 2025); and interview with staff.

WRITTEN NOTIFICATION: Housekeeping

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

Non-compliance with: O. Reg. 246/22, s. 93 (2) (a) (i)

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(a) cleaning of the home, including,

(i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and

The licensee has failed to ensure that the housekeeping procedures and schedule were implemented for cleaning the home.

A resident room was not appropriately kept, as dust, particles, and cobwebs were observed on the carpet on two separate occasions.

Sources: Observations; Complaint records; Extendicare Recommended Cleaning Frequencies schedule; and staff interviews.

WRITTEN NOTIFICATION: Housekeeping

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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Non-compliance with: O. Reg. 246/22, s. 93 (2) (a) (ii)

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(a) cleaning of the home, including,

(ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces;

The licensee has failed to ensure that the housekeeping procedures and schedule were implemented for cleaning the home.

On two separate observations the dining room and common area in a specified home area was observed to have fluid stains on the walls near a resident dining table.

Sources: Observations, Complaint records; Extendicare Recommended Cleaning Frequencies schedule and The Cleaning Common Areas and Staff Areas procedure (Last modified on May 14, 2025); and staff interviews.