

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: April 1, 2026

Inspection Number: 2026-1355-0002

Inspection Type:

Critical Incident
Follow up

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

Long Term Care Home and City: West Oak Village, Oakville

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: March 25 - 27, 30-31, 2026 and April 1, 2026.

The following intakes were inspected:

- Intake: #00168510 - Critical Incident (CI) #2870-000001-26 - Prevention of Abuse and Neglect
- Intake: #00168550 - CI #2870-000003-26 - Falls Prevention and Management
- Intake: #00170879 - CI #2870-000008-26 - Falls Prevention and Management
- Intake: #00170938 - Follow-up CO #001 - O. Reg. 246/22 - s. 93 (2) (b) (iii), workspace: 2026-1355-0001, CDD March 17, 2026.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2026-1355-0001 related to O. Reg. 246/22, s. 93 (2) (b) (iii).

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

- Housekeeping, Laundry and Maintenance Services
- Prevention of Abuse and Neglect
- Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Transferring and positioning techniques

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

Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

Staff used an unsafe transferring device when they assisted a resident with transfer. The unsafe transfer led to an injury causing them significant pain.

Sources: Critical Incident (CI), LTCH's investigation records, resident's clinical records, staff interviews.

WRITTEN NOTIFICATION: Falls prevention and management

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

Non-compliance with: O. Reg. 246/22, s. 54 (1)

Falls prevention and management

s. 54 (1) The falls prevention and management program must, at a minimum, provide for strategies to reduce or mitigate falls, including the monitoring of residents, the review of residents' drug regimes, the implementation of restorative care approaches and the use of equipment, supplies, devices and assistive aids. O. Reg. 246/22, s. 54 (1).

Staff did not comply with the home's "fall prevention and injury reduction" policy when a resident was found on the floor with injuries.

Staff confirmed they were not alerted by the communication device and did not check the device at start of shift.

Sources: LTCH's investigation notes, Critical Incident (CI), staff interviews, resident's clinical records.

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B) Staff did not comply with the home's "Resident Safety" policy when hourly checks were not conducted for a resident.

The resident was on the floor for an extended period of time.

Sources: LTCH's investigation notes, Critical Incident (CI) , staff interviews, resident clinical record.

WRITTEN NOTIFICATION: Pain management

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

Non-compliance with: O. Reg. 246/22, s. 57 (2)

Pain management

s. 57 (2) Every licensee of a long-term care home shall ensure that when a resident's pain is not relieved by initial interventions, the resident is assessed using a clinically appropriate assessment instrument specifically designed for this purpose.

A resident's pain was not relieved by initial interventions, and no clinically appropriate assessment tool was used to evaluate the pain. As a result, the resident's pain was poorly managed, as lack of interventions were implemented.

Sources: Resident's clinical records, Critical Incident (CI), staff interviews, the LTCH's Pain Assessment and Evaluation procedure.