

**Ministry of Long-Term Care**

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

**Ottawa District**

347 Preston Street, Suite 410  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559

**Public Report**

<b>Report Issue Date:</b> January 27, 2026
<b>Inspection Number:</b> 2026-1671-0001
<b>Inspection Type:</b> Complaint Critical Incident
<b>Licensee:</b> Axium Extendicare LTC LP, by its general partners, Axium Extendicare LTC GP Inc. and Extendicare LTC Managing GP Inc.
<b>Long Term Care Home and City:</b> Extendicare Limestone Ridge, Kingston

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): January 16, 19-22, 26, 27, 2026

The following intake(s) were inspected:

- Intake: #00164996 and Intake: #00167440 were related to fall of a resident.
- Intake: #00165980 was related to an Influenza A Outbreak that was declared in December 2025.
- Intake: #00166820 was related to a complaint regarding resident care.
- Intake: #00167080 was related to alleged physical abuse of resident by staff.

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

- Food, Nutrition and Hydration
- Infection Prevention and Control
- Prevention of Abuse and Neglect

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Residents' Rights and Choices  
Reporting and Complaints  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Policy to promote zero tolerance

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

**Non-compliance with: FLTCA, 2021, s. 25 (1)**

Policy to promote zero tolerance

s. 25 (1) Without in any way restricting the generality of the duty provided for in section 24, every licensee shall ensure that there is in place a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with.

The licensee's written policy to promote zero tolerance of abuse and neglect of residents indicated that if there is any allegation towards a staff member, they will be placed on administrative leave with pay until an investigation is complete. On a day in January 2026, there was an allegation of abuse by staff to resident and the licensee failed to ensure that the policy was complied with.

**Sources:** Review of the licensee's policy Zero Tolerance of Abuse and Neglect Program (CARE19-P20), resident progress notes, emails, and licensee's internal investigation file; and interviews with staff.

### WRITTEN NOTIFICATION: Reporting certain matters to Director

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

**Non-compliance with: FLTCA, 2021, s. 28 (1) 2.**

Reporting certain matters to Director

s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

On a day in January 2026, there was an allegation of abuse by staff to resident. On a day in January 2026, the MLTC after hours pager was not contacted and the alleged incident of physical abuse was not reported to the Director immediately.

**Sources:** Review of the licensee's policy Zero Tolerance of Abuse and Neglect Program (CARE19-P20), critical incident report, resident progress notes, emails, and licensee's internal investigation file; and interviews with staff.

## **WRITTEN NOTIFICATION: Transferring and positioning techniques**

NC #003 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.

On a day in January 2026, staff who were responsible for using safe techniques when they transferred a resident didn't use safe techniques when assisting the resident.

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**Sources:** Resident progress notes and interviews with staff.