

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

Central East District  
33 King Street West, 4th Floor  
Oshawa, ON, L1H 1A1  
Telephone: (844) 231-5702

## Public Report

**Report Issue Date:** January 28, 2026

**Inspection Number:** 2026-1354-0001

**Inspection Type:**  
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:** Elginwood, Richmond Hill

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 22, 23, 27, 28, 2026

The following intake(s) were inspected:

- An intake related to Falls prevention
- An intake related to an infectious disease outbreak

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

Infection Prevention and Control  
Quality Improvement  
Falls Prevention and Management

## INSPECTION RESULTS

### Non-Compliance Remedied

**Non-compliance** was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

**Non-compliance with: O. Reg. 246/22, s. 271 (1) (c)**

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#### Website

- s. 271 (1) Every licensee of a long-term care home shall ensure that they have a website that is open to the public and includes at a minimum,
- (c) direct contact information, including a telephone number and email address that are monitored regularly for,
    - (i) the licensee or a senior officer of the licensee or, in the case of a municipal home or a First Nations home approved under Part IX of the Act, a person who is on the committee of management,
    - (ii) the Administrator,
    - (iii) the Director of Nursing and Personal Care, and
    - (iv) all infection prevention and control leads for the home;

The home's website that is open to public, did not contain direct contact information, including telephone number of the Administrator/Executive Director (ED), the Director of Care (DOC), and the Infection Prevention and Control (IPAC) lead. The ED acknowledged the home's general phone number noted on the "Contact Us" section of the website, was considered indirect contact information due to not providing the actual extension number of the above-mentioned positions. Furthermore the website did not contain a direct email address of the IPAC lead.

The home's website was updated with the required above-mentioned information on January 22, 2026.

**Sources:** The home's website and interview with the home's ED

Date Remedy Implemented: January 22, 2026

### **WRITTEN NOTIFICATION: Infection Prevention and Control Program**

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

**Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)**

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

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In accordance with Additional Requirement 9.1 (f) under the IPAC Standard for Long-Term Care Homes (April 2022, revised September 2023), a staff member was not wearing required additional Personal Protective Equipment (PPE) when they were assisting a resident in their room who required such PPE consistent with Droplet + Contact Precautions.

**Sources:** Observation, the resident's clinical records, and interviews with staff.



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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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