

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: November 13, 2025

Inspection Number: 2025-1088-0006

Inspection Type:

Complaint

Follow up

Licensee: Extendicare (Canada) Inc.

Long Term Care Home and City: Extendicare Peterborough, Peterborough

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 29-31, 2025 and November 3-6, 10, 12, 13, 2025

The following intake(s) were inspected:

- Intake: #00154354 - Follow-up #: 1 - FLTCA, 2021 - s. 5 CDD October 24, 2025
- Intake: #00160493 - Complaint related to care concerns
- Intake: #00161212 - Complaint related to medication administration.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:
Order #001 from Inspection #2025-1088-0004 related to FLTCA, 2021, s. 5

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

Resident Care and Support Services
Continence Care
Medication Management
Safe and Secure Home
Prevention of Abuse and Neglect
Resident Charges and Trust Accounts

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Involvement of resident, etc.

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

Non-compliance with: FLTCA, 2021, s. 6 (5)

Plan of care

s. 6 (5) The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate fully in the development and implementation of the resident's plan of care.

Substitute Decision-Makers (SDM) of a resident were not given the opportunity to participate fully in the development and implementation of the resident's plan of care when they were not notified of new or discontinued medication orders on three identified dates.

Sources: Resident's health records, and interviews with the resident's SDMs and the Director of Care.

WRITTEN NOTIFICATION: Documentation

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 1.

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

A resident was scheduled to receive a prescribed medication at a specified time. The food and fluid intake provided to the resident when the medication was administered was not documented.

Sources: Resident's health records, interviews with the Nurse Practitioner and Director of Care.

WRITTEN NOTIFICATION: Administration of drugs

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

Non-compliance with: O. Reg. 246/22, s. 140 (2)

Administration of drugs

s. 140 (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber. O. Reg. 246/22, s. 140 (2).

1. On a specified date, a staff member did not administer the medication at the prescribed administration time.

Sources: Resident's health records, and interviews with the resident's SDM and the Director of Care.

2. On a specified date, a staff member did not administer the medication at the prescribed administration time.

Sources: Resident's health records and an interview with the Director of Care.



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

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