

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

London District
130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: November 21, 2025

Inspection Number: 2025-1135-0003

Inspection Type:
Proactive Compliance Inspection

Licensee: Babcock Community Care Centre Inc.

Long Term Care Home and City: Babcock Community Care Centre, Wardsville

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 17, 18, 19, 20, 21, 2025

The following intake(s) were inspected:

- Intake: #00162576 - Proactive Compliance Inspection

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

Resident Care and Support Services
Infection Prevention and Control
Residents' Rights and Choices
Recreational and Social Activities

INSPECTION RESULTS

WRITTEN NOTIFICATION: Communication methods

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

Non-compliance with: O. Reg. 246/22, s. 47

Communication methods

s. 47. Every licensee of a long-term care home shall ensure that strategies are developed and implemented to meet the needs of residents with compromised communication and verbalization skills, of residents with cognitive impairment and of

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residents who cannot communicate in the language or languages used in the home.

Strategies to support a resident who had communication deficits had not been implemented to meet the resident's needs.

Review of the resident's care plan identified the use of specific equipment and strategies, however during interviews with family, a Personal Support Worker and the Activity Director they shared that the equipment and strategies were not being utilized.

Sources: staff and family interviews, resident's clinical records, and observations.