

**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:** July 10, 2025

**Inspection Number:** 2025-1061-0005

**Inspection Type:**

Complaint  
Critical Incident  
Follow up

**Licensee:** Kindera Living Care Centres LP by its general partners, Kindera Living Care Centres GP Inc. and Kindera Living Management Inc.

**Long Term Care Home and City:** Banwell Gardens Care Centre, Windsor

**INSPECTION SUMMARY**

The inspection occurred onsite on the following dates: July 8 - 10, 2025.

The following intakes were inspected:

- Intake: #00146450 Follow-up #01 – CO #001, FLTCA, 2021, s. 19 (2) (a) relating to accommodation services, Compliance Due Date: June 27, 2025.
- Intake: #00147352 / Critical Incident #2263-000030-25 - relating to Infection Prevention and Control
- Intake: #00148259 - complaint relating to alleged abuse and neglect

**Previously Issued Compliance Order(s)**

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

Order #001 from Inspection #2025-1061-0004 related to FLTCA, 2021, s. 19 (2) (a)

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

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Housekeeping, Laundry and Maintenance Services  
Infection Prevention and Control  
Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: CMOH and MOH

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

**Non-compliance with: O. Reg. 246/22, s. 272**

CMOH and MOH

s. 272. Every licensee of a long-term care home shall ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act are followed in the home.

The "Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings" from the Ministry of Health, stated that alcohol-based hand rubs (ABHR) "must not be expired".

The licensee failed to ensure that ABHR was not expired, when the inspector observed, eight ABHRs with an expiration date of September 13, 2024, or July 4, 2025.

Sources: Inspector observation.