

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: April 24, 2026

Inspection Number: 2026-1303-0003

Inspection Type:
Complaint

Licensee: Bennett Village

Long Term Care Home and City: Bennett Centre Long Term Care, Georgetown

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 22-24, 2026

The following intake(s) were inspected:

-Intake: #00172847 - Housekeeping, Laundry and Maintenance Services

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

Housekeeping, Laundry and Maintenance Services

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Maintenance Services

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 96 (1) (b)

Maintenance services

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s. 96 (1) As part of the organized program of maintenance services under clause 19 (1) (c) of the Act, every licensee of a long-term care home shall ensure that,
(b) there are schedules and procedures in place for routine, preventive and remedial maintenance.

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

1) Develop and implement, a routine preventive maintenance schedule and related procedures to ensure preventive audits are completed as required, including but not limited to routine preventive audits of plumbing fixtures in resident rooms and common areas. At a minimum, the schedule and procedures must identify the maintenance task(s), the frequency, the responsible position, the method for completing the task and the required documentation.

2) Using the preventive maintenance schedule, complete an audit of all plumbing fixtures in all resident rooms. Document completion of each audit and the results, and make the documentation available for review including any concerns identified, corrective actions taken and date completed.

3) Ensure required repairs are completed by a qualified technician and keep documentation such as quotes and invoices available for review.

4) Ensure there is a process developed in the home related to reporting and responding to maintenance concerns that includes who is responsible for each step/action.

5) Identify which staff must be trained on homes preventative maintenance processes. Provide training, and keep a training record that includes staff name and signature, name/title of the trainer, training topics covered and the date training was

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provided.

Grounds

In accordance with O. Reg. 246/22, s. 11 (1) (b), the licensee is required to ensure that the written policies developed for the maintenance program are complied with.

The home's maintenance policies indicated schedules and procedures were to be in place for preventive, routine and corrective maintenance, including that all plumbing fixtures were to be kept in good repair. Despite these policy expectations, the home was unable to provide the inspector documentation demonstrating preventive maintenance schedules, audits, or routine and preventive inspections of plumbing fixtures had been completed.

As a result of the absence of routine preventive maintenance schedules and auditing processes, recurring toileting fixture concerns were not identified through routine preventive process and were not escalated for timely maintenance assessment and repair, contributing to ongoing concerns for residents.

Sources: Observations, the home's Maintenance Policies and Procedures, interviews with staff.

This order must be complied with by June 5, 2026

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

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e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

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Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.