

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: January 21, 2026

Inspection Number: 2025-1259-0008

Inspection Type:
Complaint

Licensee: Maplewood Nursing Home Limited

Long Term Care Home and City: Cedarwood Village, Simcoe

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 28, 2025
The inspection occurred offsite on the following date(s): November 18, 19, 24, 25, 26, 27, 2025, December 16, 2025 and January 7, 20, 21, 2026

The following intake(s) were inspected:

- Intake: #00160309 - PC-2025-0003936 - Bed Refusal
- Intake: #00160469 - PC-2025-0004001 - Bed Refusal
- Intake: #00161718 - PC-2025-0004647 - Bed Refusal

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

Admission, Absences and Discharge

INSPECTION RESULTS

WRITTEN NOTIFICATION: Licensee consideration and approval

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

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

Non-compliance with: FLTCA, 2021, s. 51 (7) (a)

Authorization for admission to a home

s. 51 (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 50 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

(a) the home lacks the physical facilities necessary to meet the applicant's care requirements;

The home refused an applicant admission on the basis that they smoked, and that the home has had a non-smoking policy for residents since August 1, 2025. The home did allow staff, visitors and contractors to smoke on the property in a gazebo at the back of the property.

Sources: Clinical records for an applicant, the home's smoking policy and interviews with the Admissions Coordinator, the Administrator, the Licensee, the Director of Care and the Ontario Health at Home Placement Coordinator.

WRITTEN NOTIFICATION: Written notice if licensee withholds approval

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

Non-compliance with: FLTCA, 2021, s. 51 (9)

Authorization for admission to a home

s. 51 (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,

(a) the ground or grounds on which the licensee is withholding approval;

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

- (b) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care;
- (c) an explanation of how the supporting facts justify the decision to withhold approval; and
- (d) contact information for the Director.

The home sent letters of refusal of admission for two applicants, to the Placement Coordinator at Ontario Health at Home, indicating they were refused as they smoked and the home was non-smoking. The letters were not sent to the applicants or substitute decision makers, as required in the Fixing Long-Term Care Act 2021 (FLTCA), s. 51 (10) 1. The letters to the Placement Coordinator did not include the grounds identified in FLTCA s. 51 (7), did not provide a detailed explanation of the facts related to the home, the applicant's care requirements related to the home, or contact information for the Director. The Admissions Coordinator confirmed that they did not send written notification regarding the refusal to applicants.

Sources: Letters of refusal from home to Ontario Health at Home for two applicants, and interview with the Admissions Coordinator.