

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

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: March 26, 2026

Inspection Number: 2026-1217-0001

Inspection Type:
Proactive Compliance Inspection

Licensee: Madison Village Inc.

Long Term Care Home and City: Madison Village, Stoney Creek

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 16, 18, 19, 20, 23-26, 2026.

The following intake(s) were inspected:

-Intake: #00173009 - Proactive Compliance Inspection.

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

Food, Nutrition and Hydration
Infection Prevention and Control
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: Dietary services and hydration program

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

Non-compliance with: FLTCA, 2021, s. 15 (1) (a)

Dietary services and hydration

s. 15 (1) Every licensee of a long-term care home shall ensure that there is,

(a) an organized program of nutritional care and dietary services for the home to meet the daily nutrition needs of the residents.

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

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

The Home's Food Temperature Record policy and procedure indicated that staff would take holding temperature readings at each meal and record results on the form. Prior to serving food, they would take and record temperature for each meal served and record the temperature in the space provided for each meal.

The Temperature Report on a day in March 2026 indicated that food temperatures in specified dining rooms during lunch, as well as in the kitchen, were not documented consistently, which was acknowledged by the Nutrition Manager (NM).

Sources: Food Temperature Record policy, Temperature Report; Interview with the NM.

WRITTEN NOTIFICATION: Menu planning

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

Non-compliance with: O. Reg. 246/22, s. 77 (3)

Menu planning

s. 77 (3) The licensee shall ensure that a written record is kept of the evaluation under clause (2) (b) that includes the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that the changes were implemented. O. Reg. 246/22, s. 390 (1).

There was no written record maintained for the Home's specified menu evaluation in terms of including documentation of the summary when changes made and the dates those changes were implemented, as acknowledged by the NM.

The Home's Food Choices - Meal Service Policy indicated that the home should serve a main meal and make available an alternate protein choice of equal nutrient value for lunch and dinner meals for those who did not like the main meal.

The Home's Organization and Description of Service - Dietary Policy indicated that the menu would provide for a variety of foods, including fresh seasonal foods, each day from all food groups in keeping with Canadian's Food Guide and the residents would be provided an alternative protein choice when a menu served was not that of their

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

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

preference and would be offered to select their choice of dessert and beverages with all meals.

Sources: Ontario Seniors Nutrition & Advocacy Committee (OSNAC) Menu Evaluation & Approval Tool For LTC, the Home's Menu, Food Choices - Meal Service and Organization and Description of Service - Dietary Policies; Interview with the NM.

WRITTEN NOTIFICATION: Menu planning

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

Non-compliance with: O. Reg. 246/22, s. 77 (5)

Menu planning

s. 77 (5) The licensee shall ensure that the planned menu items are offered and available at each meal and snack. O. Reg. 246/22, s. 390 (1).

The Home's snack menu indicated that puréed cookies were planned for the mid afternoon snack on a day in March 2026. On the same date it was observed that puréed cookies were not offered and available to residents during their mid afternoon snack in an identified home area.

The NM acknowledged that it was expected that pureed cookies were to be prepared if they were on a snack menu.

Sources: Observation; Snack menu; Interview with the NM.

WRITTEN NOTIFICATION: Infection prevention and control program

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

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

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

The home's Additional Precautions Policy directed staff to wear a mask and eye protection when within two meters of a resident on droplet precautions.

On a day in March 2026, during lunch service, it was observed that a meal tray was delivered to a resident, who was on Droplet/Contact additional precautions and staff did not properly select or apply the required Personal Protective Equipment, while within two meters of the resident.

The Director of Nursing acknowledged that staff were expected to follow additional precautions as they were identified on the resident's door.

Sources: Observations; a resident's care plan, the Additional Precautions Policy; Interview with the Director of Nursing (DON).