

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: 2026-1217-0002
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 - 20, 23, 24, 26, 2026

The following intake(s) were inspected:

- Intake: #00173017 - Proactive Compliance Inspection - Generator Initiative

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

Safe and Secure Home

INSPECTION RESULTS

COMPLIANCE ORDER CO #1 Generators

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

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

Generators

s. 22 (1) Subject to subsections (2) and (3), every licensee of a long-term care home shall ensure that the home is served by a generator that is available at all times and that has the capacity to maintain, in the event of a power outage,

- (a) the heating system;
- (b) emergency lighting in hallways, corridors, stairways and exits; and
- (c) essential services, including dietary services equipment required to store food at

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safe temperatures and prepare and deliver meals and snacks, equipment required to store drugs at safe temperatures and to prepare and deliver drugs, the resident-staff communication and response system, elevators and life support, safety and emergency equipment. O. Reg. 246/22, s. 22 (1); O. Reg. 66/23, s. 2.

The Inspector is ordering the licensee to prepare, submit and implement a plan to ensure compliance with O. Reg. 246/22, s. 22 (1) [FLTCA, 2021, s. 155 (1) (b)]:

The plan must include but is not limited to:

- Confirmation of a signed contract with a service provider (name, contact information) for generator installation that sets out the service expectations for the generator once installed; and
- Timeline for installation of a transfer switch to accommodate the generator and the name of the certified electrician or company that will conduct the installation; and
- Description of where the generator will be installed (location) and how the services will be connected; and
- A description of the generator phased-in implementation process that outlines the acquiring and installation of a generator which can support all essential services as identified under s. 22 (1) (a), (b) and (c) of O. Reg. 246/22, including implementation start and end dates for each phase, expected timelines for project completion, expected order and delivery timelines of required equipment; and
- Details of training that will be provided to the homes maintenance staff along with the development of a policy, for the care and maintenance of the generator in accordance with the manufacturer's requirements or CSA Standard 282-19; and
- Develop and provide details of written communication that is to be shared with all staff, Family and Resident Councils and residents outlining the services and equipment that the onsite generator can support in the event of a power failure.

Grounds

The licensee is to ensure that the home is served by an onsite generator that has the capacity to maintain the following in the event of a power outage:

- (a) the heating system.

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(b) emergency lighting in hallways, corridors, stairways and exits; and
c) essential services, including dietary services equipment required to store food at safe temperatures and prepare and deliver meals and snacks, equipment required to store drugs at safe temperatures and to prepare and deliver drugs, the resident-staff communication and response system, elevators and life support, safety and emergency equipment.

The home did not ensure that a fully operational generator was onsite that would maintain all required essential services as identified in the legislation at the time of inspection.

Not having a generator onsite, in the event of a power outage, that had the capacity to maintain essential services poses gaps in the care and services afforded to the residents residing at the home and in turn posed risk to the safety, comfort, and well-being of residents.

Sources: interview with Administrator.

This order must be complied with by October 27, 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
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

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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:

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.