

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: May 6, 2026

Inspection Number: 2026-1028-0003

Inspection Type:
Proactive Compliance Inspection

Licensee: Maplewood Nursing Home Limited

Long Term Care Home and City: Maple Manor Nursing Home, Tillsonburg

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 27, 2026 and May 4, 5, 6, 2026

The following intake(s) were inspected:

- Intake: #00176823 - Focused Proactive Inspection Generator Initiative

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

Safe and Secure Home

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Generators

NC #001 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,

- the heating system;
- emergency lighting in hallways, corridors, stairways and exits; and
- 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 comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

Specifically,

1. The licensee is to ensure the onsite generator is fully operational, can power and maintain function to all requirements and equipment pursuant to O. Reg. 246/22, s. 22 (1) immediately in the event of a power outage.
2. The licensee must provide written documentation by a contracted service provider (e.g. electrician) that the onsite generator has the capacity to maintain all essential services and equipment required by the legislation immediately in the event of a power outage. Documentation by the contracted service provider must include detailed verification that the generator has the capacity to maintain all essential services and equipment required immediately in the event of a power outage, the document dated and signed and/or stamped by the contracted service provider who provided this verification. The document must be kept on site at the property identified as Maple Manor Nursing Home, and must be made immediately available upon request by the Inspector.
3. The licensee is to ensure that there are schedules and procedures in place for routine, preventive and remedial maintenance of the generator.

Grounds

Maple Manor Nursing Home was served by an Diesel Generator that was onsite at all times but in the event of a power outage did not have the capacity to immediately maintain all requirements pursuant to O. Reg. 246/22, s. 22 (1).

The home and its residents would be without the heating system, emergency lighting powered by the generator and essential services for approximately one and a half hours at the beginning of a power outage.

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The Maintenance Manager confirmed that the home's generator did not immediately supply power to essential services in the event of a power outage. The Maintenance Manager also stated that the required daily and weekly generator checks were not being completed.

The home's Executive Director stated that although the generator was available on site, it did not have the capacity to provide and maintain, in the event of a power outage, everything pursuant to O. Reg. 246/22, s. 22 (1) until after an hour and a half from the time the power outage occurred.

Sources: Observations of the generator, record review of maintenance service documentation, and interview with management of the home.

This order must be complied with by November 2, 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
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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.