

**Ministry of Long-Term Care**

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

**Ottawa District**

347 Preston Street, Suite 410  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559

## Public Report

**Report Issue Date:** May 21, 2025

**Inspection Number:** 2025-1570-0003

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** United Counties of Leeds and Grenville

**Long Term Care Home and City:** Maple View Lodge, Athens

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 5, 6, 8, 9, 13, 14, 15, 16, 20, 2025

The following intake(s) were inspected:

- Intake: #00142375-CIR M554-000010-25, Intake: #00142917-CIR M554-000013-25, Intake: #00147076-CIR M554-000028-25-Alleged resident to resident physical abuse.
- Intake: #00143742-CIR M554-000015-25-Enteric outbreak.
- Intake: #00143978-CIR M554-000016-25, Intake: #00147161-CIR M554-000029-25-Alleged improper/incompetent treatment of a resident by staff.
- Intake: #00146749- Complaint regarding lack of supplies in the home.

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

Resident Care and Support Services  
Infection Prevention and Control  
Safe and Secure Home

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Responsive Behaviours  
Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Medication Management System

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

**Non-compliance with: O. Reg. 246/22, s. 123 (3) (a)**

Medication management system

s. 123 (3) The written policies and protocols must be,

(a) developed, implemented, evaluated and updated in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices; and

The licensee has failed to ensure that the home's Diabetes Management-Hypoglycemia-Care of the Conscious Resident Who Is Experiencing Hypoglycemia Policy was adhered to. A Registered Practical Nurse did not recheck a resident's blood glucose value of below 4.0 mmol/L with a glucose test strip as per the physician orders or again 15 minutes after treatment as per policy.

Sources: Resident's medical records, the home's investigation file, Diabetes Management-Hypoglycemia-Care of the Conscious Resident Who Is Experiencing Hypoglycemia Policy, Critical Incident Report and an interview with the Assistant Director of Care.

### COMPLIANCE ORDER CO #001 Safe and Secure Home

NC #002 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

**Non-compliance with: FLTCA, 2021, s. 5**

Home to be safe, secure environment

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s. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents.

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

The licensee shall:

1. Provide education to all Registered Nurses, Registered Practical Nurses and Personal Support Workers on the home's Safe and Secure Home policy, and;
2. Maintain a documented record that includes the content of the education provided, the date of the education, name and designation of staff educated, and who provided the education.

**Grounds**

The licensee has failed to ensure that the home was a safe and secure environment for its residents.

On a specified day in May 2025, Ministry of Long-Term Care Inspector observed a tub room door propped open with the tub in low position being filled with water and no staff present. There were independently mobile residents observed in the hallway outside of the tub room.

Sources: Observation by Ministry of Long-Term Care Inspector.

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**This order must be complied with by**

June 30, 2025

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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, 8<sup>th</sup> floor  
Toronto, ON, M7A 1N3  
e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

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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:

**Health Services Appeal and Review Board**

Attention Registrar  
151 Bloor Street West, 9<sup>th</sup> Floor

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**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
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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](http://www.hsarb.on.ca).