

**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>Original Public Report</b>	
<b>Report Issue Date:</b> February 21, 2024	
<b>Inspection Number:</b> 2024-1068-0001	
<b>Inspection Type:</b> Complaint Critical Incident	
<b>Licensee:</b> Better Life LTC Inc.	
<b>Long Term Care Home and City:</b> Maple Villa Long Term Care Centre, Burlington	
<b>Lead Inspector</b> Betty Jean Hendricken (740884)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

<b>INSPECTION SUMMARY</b>
<p>The inspection occurred onsite on the following date(s): February 7-8, 9, 12-13 and 15, 2024.</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> <li>• Intake: #00105144/ CI# 2408-000007-23 - related to infection prevention and control.</li> <li>• Intake: #00106844 - complaint related to resident care and support services.</li> </ul>

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

- Resident Care and Support Services
- Infection Prevention and Control

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## **INSPECTION RESULTS**

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.