

**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

## Original Public Report

**Report Issue Date:** October 22, 2024

**Inspection Number:** 2024-1251-0001

**Inspection Type:**

Complaint

**Licensee:** DTOC Long Term Care LP, by its general partner, DTOC Long Term Care MGP (a general partnership) by its partners, DTOC Long Term Care GP Inc. and Arch Venture Holdings Inc.

**Long Term Care Home and City:** Regency Park Long Term Care Home, Windsor

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 7, 8, 2024

The following intake(s) were inspected:

- Intake #00123992 and #00127697- Complaints related to resident care and support services and short staffing

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

Resident Care and Support Services  
Medication Management  
Food, Nutrition and Hydration  
Housekeeping, Laundry and Maintenance Services  
Infection Prevention and Control

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Accommodation Services

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

**Non-compliance with: FLTCA, 2021, s. 19 (2) (c)**

Accommodation services

s. 19 (2) Every licensee of a long-term care home shall ensure that,

(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

**Introduction:**

The licensee failed to ensure that the home and furnishings were in a good state of repair.

**Rationale and Summary:**

It was observed that the blinds in a dining room had several streaks of paint on them. It was also observed that the elevator had several gouge marks in the flooring. On a different unit, the dining room had a part of the wall missing, a cracked electrical covering in the lounge and a wall with several holes in it, across from the nursing station, which were exposing the drywall.

During an interview with the Director of Environmental Services (DES) they stated that the home had not had a maintenance staff for over two weeks and acknowledged that the areas observed were not in a good state of repair.

Failure to ensure that the home and furnishings were in a good state of repair posed a potential risk for further damage to resident home areas.

**Sources:** Observations and interview with the DES.



**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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