

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

Central West District  
609 Kumpf Drive, Suite 105  
Waterloo, ON, N2V 1K8  
Telephone: (888) 432-7901

## Public Report

<b>Report Issue Date:</b> March 5, 2026
<b>Inspection Number:</b> 2026-1399-0002
<b>Inspection Type:</b> Critical Incident Follow up
<b>Licensee:</b> Schlegel Villages Inc.
<b>Long Term Care Home and City:</b> The Village of Riverside Glen, Guelph

## INSPECTION SUMMARY

**The inspection occurred onsite on the following date(s):** February 23-27, 2026 and March 2-5, 2026

**The following intake(s) were inspected:**

- Intake: #00163107 - follow-up related to Prevention of Abuse and Neglect
- Intake: #00166564 - related to Falls Prevention and Management
- Intake: #00167401 - related to Prevention of Abuse and Neglect

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:  
Order #001 from Inspection #2025-1399-0005 related to FLTCA, 2021, s. 24 (1)

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

- Prevention of Abuse and Neglect
- Responsive Behaviours
- Falls Prevention and Management

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Residents' Bill of Rights

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

**Non-compliance with: FLTCA, 2021, s. 3 (1) 3.**

Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

3. Every resident has the right to have their participation in decision-making respected.

A resident's right to have their participation in decision-making was not respected, when the resident was moved against their wishes.

**Sources:** resident clinical records and interviews with staff.

## WRITTEN NOTIFICATION: Duty to Protect

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: FLTCA, 2021, s. 24 (1)**

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

Ontario Regulation 246/22 defines physical abuse as the use of physical force by a resident that causes physical injury to another resident.

Two residents had an altercation resulting in an injury to one of the two residents.

**Sources:** resident clinical records and interviews with staff.

## WRITTEN NOTIFICATION: Altercations and Other Interactions Between Residents

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 59 (b)**

Altercations and other interactions between residents

s. 59. Every licensee of a long-term care home shall ensure that steps are taken to

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minimize the risk of altercations and potentially harmful interactions between and among residents, including,  
(b) identifying and implementing interventions.

Two residents had an altercation when a residents responsive behaviour interventions were not implemented.

In response the incident, new interventions were not identified and implemented.

**Sources:** resident clinical records and interviews with staff.



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

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