

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: April 7, 2026
Inspection Number: 2026-1586-0003
Inspection Type: Complaint Critical Incident
Licensee: The Corporation of the County of Essex
Long Term Care Home and City: Sun Parlor Home for Senior Citizens, Leamington

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: April 1, 2, 7, 2026

The following intakes were inspected:

- Intake: #00172141 - Critical Incident #M579-000016-26 related to fall of resident
- Intake: #00173654 - Complaint related to alleged neglect of resident

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

- Prevention of Abuse and Neglect
- Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Reporting and Complaints

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

Non-compliance with: O. Reg. 246/22, s. 108 (1) 1.

Dealing with complaints

s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated and resolved where possible, and a response

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that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm including, but not limited to, physical harm, to one or more residents, the investigation shall be commenced immediately.

The home investigated a care related complaint received by the home from a resident's Substitute Decision Maker, however, the home did not respond to the complainant's concerns within the ten business days as required by the legislation.

Sources: resident's clinical record, investigation notes and interviews with staff

WRITTEN NOTIFICATION: Reporting and Complaints

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

Non-compliance with: O. Reg. 246/22, s. 108 (1) 3. i.

Dealing with complaints

s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

3. The response provided to a person who made a complaint shall include,
i. the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010,

A complaint related to the care of a resident was received by the home. The home sent a response letter to the complainant without including the Ministry's toll-free number and the patient ombudsman contact information.

Sources: Investigation notes, interview with staff