

Ministry of Long-Term Care

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

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: September 24, 2025

Inspection Number: 2025-1588-0004

Inspection Type:

Complaint
Critical Incident

Licensee: Corporation of the County of Elgin

Long Term Care Home and City: Terrace Lodge, Aylmer

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 22, 23, 24, 2025

The following intake(s) were inspected:

- Intake: #00153402 – Critical Incident System (CIS) #M583-000029-25, related to falls management.
- Intake: #00156304 - PC-2025-0001981 complaint, related to multiple care concerns.
- Intake: #00157730 – CIS #M583-000042-25, related to the breakdown of a major system.

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

Resident Care and Support Services
Housekeeping, Laundry and Maintenance Services
Falls Prevention and Management

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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.



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