

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: October 17, 2025

Inspection Number: 2025-1031-0002

Inspection Type:
Complaint

Licensee: Arch Long Term Care LP by its General Partner, Arch Long Term Care MGP, by its partners, Arch Long Term Care GP Inc. and Arch Capital Management Corporation

Long Term Care Home and City: Tilbury Manor Nursing Home, Tilbury

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 7, 8, 10, 15, 16 & 17, 2025.

The following intake(s) were inspected:

Intake: #00157127 - Complaint related to staffing, resident care and services.

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

- Resident Care and Support Services
- Housekeeping, Laundry and Maintenance Services
- Prevention of Abuse and Neglect
- Staffing, Training and Care Standards
- Reporting and Complaints

INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

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NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

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

Accommodation services

s. 19 (2) Every licensee of a long-term care home shall ensure that,
(a) the home, furnishings and equipment are kept clean and sanitary;

The licensee failed to ensure that the home was kept clean and sanitary when the Inspector observed flooring in the home's lounges and a resident room to have a build up of dirt, dust and debris.

Subsequently, the home scheduled staff to clean the identified areas and the Inspector observed these areas to be clean.

Sources: observations

Date Remedy Implemented: October 10, 2025

NC #002 remedied pursuant to FLTCA, 2021, s. 154 (2)

Non-compliance with: O. Reg. 246/22, s. 93 (2) (b) (ii)

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,
(b) cleaning and disinfection of the following in accordance with manufacturer's specifications and using, at a minimum, a low level disinfectant in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices:

(ii) supplies and devices, including personal assistance services devices, assistive aids and positioning aids, and

The licensee has failed to ensure that procedures were implemented and that yellow Wander Guard magnetic door strips being utilized in the home were kept clean and sanitary.

During a walkthrough of the home the Inspector found several yellow Wander Guard magnetic door strips in use that were stained and visibly soiled.

During a second observation all yellow Wander Guard magnetic door strips in use were

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found to be clean and sanitary.

Sources: observations and staff interview

Date Remedy Implemented: October 10, 2025

WRITTEN NOTIFICATION: Foot care and nail care

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

Non-compliance with: O. Reg. 246/22, s. 39 (2)

Foot care and nail care

s. 39 (2) Every licensee of a long-term care home shall ensure that each resident of the home receives fingernail care, including the cutting of fingernails.

The licensee failed to ensure that a resident received fingernail care, including the cutting of their finger nails when the Inspector observed the resident's fingernails to be long and uneven.

A review of the resident's tasks in Point Click Care showed that fingernail care the past two and a half months had not been initialed as being done.

Staff indicated that resident's nail care should be checked and completed as needed on the resident's bath day.

Sources: observations and clinical records