

Ministry of Long-Term Care

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

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Original Public Report

Report Issue Date: November 25, 2024
Inspection Number: 2024-1513-0003
Inspection Type: Complaint Critical Incident Follow up
Licensee: Unionville Home Society
Long Term Care Home and City: Union Villa, Unionville

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 12 - 15, and 18, 2024.

The following intake(s) were inspected:

- One intake related to a complaint regarding the complaint process, staff following plan of care , menu planning and process of visitors signing in and out,
- One intake related to a complaint regarding resident to resident abuse,
- One intake related to a resident fall that resulted in injury,
- One intake related to Follow up, O. Reg. 246/22, s. 356 (3),
- One intake related to Follow-up, O. Reg. 246/22, s. 102 (2) (b),
- One intake related to Follow-up, O. Reg. 246/22, s. 96 (2) (b),
- One intake related to Follow-up, O. Reg. 246/22, s. 23 (4) (a), and
- One intake related to Follow-up, O. Reg. 246/22, s. 24 (3) Air temperature.

Previously Issued Compliance Order(s)

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The following previously issued Compliance Order(s) were found to be in compliance:

Order #002 from Inspection #2024-1513-0001 related to O. Reg. 246/22, s. 102 (2) (b),

Order #003 from Inspection #2024-1513-0001 related to O. Reg. 246/22, s. 356 (3),

Order #001 from Inspection #2024-1513-0001 related to O. Reg. 246/22, s. 96 (2) (b),

Order #001 from Inspection #2024-1513-0002 related to O. Reg. 246/22, s. 23 (4) (a), and

Order #002 from Inspection #2024-1513-0002 related to O. Reg. 246/22, s. 24 (3)

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

- Resident Care and Support Services
- Infection Prevention and Control
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Falls Prevention and Management

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.