

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: February 25, 2026

Inspection Number: 2026-1084-0001

Inspection Type:
Follow up

Licensee: Kindera Living Care Centres LP by its general partners, Kindera Living Care Centres GP Inc. and Kindera Living Management Inc.

Long Term Care Home and City: Berkshire Care Centre, Windsor

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 23, 24, 25, 2026

The following intake(s) were inspected:

- Intake: #00161863 - Follow-up #: 1 - O. Reg. 246/22 - s. 74 (2) (a) related to Dietary Program policy and procedures. Compliance Due Date (CDD) Jan 27, 2026.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:
Order #001 from Inspection #2025-1084-0006 related to O. Reg. 246/22, s. 74 (2) (a)

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

Food, Nutrition and Hydration

INSPECTION RESULTS

WRITTEN NOTIFICATION: Dining and snack service

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

Non-compliance with: O. Reg. 246/22, s. 79 (1) 5.

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Dining and snack service

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

5. Food and fluids being served at a temperature that is both safe and palatable to the residents.

Review of the Long-Term Care Homes (LTCH) food temperature logs had shown that food was served out of a safe temperature holding range during a lunch service. The LTCH's policy indicated "All cold food must be below 4 degrees Celsius (40 °F). Corrective action must be taken for any foods that falls within the danger zone between 4°C (40°F) and 60°C (140°F). No corrective action had been documented.

Sources: Daily menu, Daily holding temperature log and staff interviews.



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

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