

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

Central West District  
609 Kumpf Drive, Suite 105  
Waterloo, ON, N2V 1K8  
Telephone: (888) 432-7901

## Public Report

**Report Issue Date:** March 30, 2026

**Inspection Number:** 2026-1398-0003

**Inspection Type:**  
Proactive Compliance Inspection

**Licensee:** Victoria Village Inc.

**Long Term Care Home and City:** Victoria Village Manor, Barrie

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 18-20, March 23-26, and March 30, 2026

The following intake(s) were inspected:

-Intake: #00172510 - Proactive Compliance Inspection

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

Food, Nutrition and Hydration  
Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Reporting certain matters to Director

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

**Non-compliance with: FLTCA, 2021, s. 28 (1) 4.**

Reporting certain matters to Director

s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

4. Misuse or misappropriation of a resident's money.

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The licensee did not immediately report the alleged missing money to the Director after a resident reported to the home that money was missing.

**Sources:** The home's investigation notes, interviews with resident and Director of Nursing.

### **WRITTEN NOTIFICATION: Continence care and bowel management**

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

#### **Non-compliance with: O. Reg. 246/22, s. 56 (2) (b)**

Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(b) each resident who is incontinent has an individualized plan, as part of their plan of care, to promote and manage bowel and bladder continence based on the assessment and that the plan is implemented;

A resident's care plan indicated that staff were to check and change the resident's incontinent product before and after meals.

On two different days, the resident was observed and staff did not check the resident to see if their incontinent product required changing.

**Sources:** Resident clinical records, observations and an interview with staff.

### **WRITTEN NOTIFICATION: Continence care and bowel management**

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

#### **Non-compliance with: O. Reg. 246/22, s. 56 (2) (c)**

Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(c) each resident who is unable to toilet independently some or all of the time receives assistance from staff to manage and maintain continence;

An inspector observed a resident request assistance to go to the bathroom. This

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request was delayed while staff directed the resident to wait for their medication and then have their nourishment prior to assisting the resident with toileting.

**Sources:** Resident clinical records, observations and interview with Personal Support Worker (PSW).

### WRITTEN NOTIFICATION: Dining and snack service

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

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

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.

During a nineteen day period, there were six occasions at breakfast, five occasions at lunch and twelve occasions at dinner where food temperatures were not recorded at the point of service.

**Sources:** March 2026 Food Temperature -Point of Service record, interview with Food Services Manager.

### WRITTEN NOTIFICATION: Police notification

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 105**

Police notification

s. 105. Every licensee of a long-term care home shall ensure that the appropriate police service is immediately notified of any alleged, suspected or witnessed incident of abuse or neglect of a resident that the licensee suspects may constitute a criminal offence. O. Reg. 246/22, s. 105, 390 (2).

The police were not notified when a resident had reported to the home that their money was missing.



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

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**Sources:** The home's investigation notes, interviews with resident and the Director of Nursing.



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