

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: November 12, 2025

Inspection Number: 2025-1340-0006

Inspection Type:
Complaint

Licensee: Villa Forum

Long Term Care Home and City: Villa Forum, Mississauga

INSPECTION SUMMARY

The inspection occurred onsite on the following date (s): November 5, 6, 7, 12, 2025

The following intake (s) were inspected:

-Intake: #00160807 - [Complaint] regarding Admission, Absences, and Discharge.

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

Admission, Absences and Discharge

INSPECTION RESULTS

WRITTEN NOTIFICATION: Licensee consideration and approval

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

Non-compliance with: FLTCA, 2021, s. 51 (7)

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Authorization for admission to a home

s. 51 (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 50 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

- (a) the home lacks the physical facilities necessary to meet the applicant's care requirements;
- (b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or
- (c) circumstances exist which are provided for in the regulations as being a ground for withholding approval.

An applicant's refusal letter stated that the home lacked the nursing expertise and physical facilities necessary to meet the applicant's care requirements, as well as circumstances existed which were provided for in the regulations as their grounds for withholding approval.

The reasons provided did not meet the criteria set out in FLTCA 2021, s. 51 (7) that permit a home to deny an applicant's admission.

Sources: An applicant's refusal letter, InterRAI Home Care Assessment - Behavioural Assessment Tool, interviews with staff from the home as well as staff at Ontario Health at Home.

WRITTEN NOTIFICATION: Written notice if licensee withholds approval

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

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Non-compliance with: FLTCA, 2021, s. 51 (9) (b)

Authorization for admission to a home

s. 51 (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,

(b) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care;

An applicant's refusal letter outlined the grounds for withholding admission, however the written notice did not provide a detailed explanation of the supporting facts, as they relate to both the home and the applicant's condition and requirements for care identified in their admission package.

Sources: An applicant's refusal letter.

WRITTEN NOTIFICATION: Approval by licensee

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

Non-compliance with: O. Reg. 246/22, s. 179 (3)

Approval by licensee

s. 179 (3) Subject to subsections (4) and (5), the licensee shall, within five business days after receiving the request mentioned in clause (1) (b), do one of the following:

1. Give the appropriate placement co-ordinator the written notice required under subsection 51 (8) of the Act.
2. If the licensee is withholding approval for the applicant's admission, give the written notice required under subsection 51 (9) of the Act to the persons mentioned in subsection 51 (10) of the Act.

The home received an applicant's admission package during a specific month but did not inform the applicant and their placement coordinator of the outcome of their

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decision upon withholding admission until a month later.

Sources: Interview with staff and the applicant's refusal letter.