

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: January 13, 2026
Inspection Number: 2026-1340-0001
Inspection Type: Critical Incident
Licensee: Villa Forum
Long Term Care Home and City: Villa Forum, Mississauga

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: January 7-9, 12-13, 2026

The following intake was inspected:

- Intake: #00164429 - Critical Incident - Infection Prevention and Control

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

Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Infection Prevention and Control Program

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

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

A) A resident was being isolated for a suspected infection with additional precautions in place. A staff member did not wear the required personal protective equipment (PPE)

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while in close proximity to the resident during vital sign assessment.

Sources: Observations, resident's clinical records, staff interview, The Routine Practices and Additional Precautions Policy (Policy Number: ALL-ON-205-03-07), Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes (revised September 2023).

B) A staff member did not follow the home's approved procedure for high touch surface cleaning. Specifically, staff did not apply the disinfectant, Oxivir, according to the home's instructions for use, including proper contact time and correct application technique.

Sources: Observations, staff interviews, AgeCare Standard Operating Procedures – Pre-Soak, Version ALL-ON-505-11.2, AgeCare Standard Operating Procedures – Resident Room Basic Cleaning, Version ALL-ON-505-11.10, Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes (revised September 2023).

C) The home does not currently have a written procedure specifically outlining how staff should clean and disinfect dining room tables. This gap was identified when a staff member failed to follow the correct cleaning and disinfecting process.

Sources: Observations, Staff interviews, the LTCH's policy, titled "Dietary Equipment Cleaning - Food Safety Infection and Control", last revised September 2025.