

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: September 24, 2025

Inspection Number: 2025-1339-0005

Inspection Type:
Critical Incident

Licensee: Schlegel Villages Inc.

Long Term Care Home and City: The Village of Tansley Woods, Burlington

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 18, 19, 22 - 24, 2025.

The following intake(s) were inspected:

- Intake: #00155935 - Critical Incident (CI) related to falls prevention and management.
- Intake: #00156228 - CI related to falls prevention and management.
- Intake: #00156311 - CI related to resident care and support services.
- Intake: #00157814 - CI related to falls prevention and management.

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

Resident Care and Support Services
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

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

The licensee failed to ensure that the care outlined in a residents plan of care was provided as specified in the plan.

As per a resident's care plan, two staff members were required to assist the resident during care. On a specified date, only one staff member provided care, resulting in the resident sustaining an injury.

Sources: Resident's clinical record, investigation notes, staff interviews.