

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: December 18, 2025

Inspection Number: 2025-1339-0006

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): November 19-21, 24, 26-28, 2025 and December 1-5, 8, 11-12, 16, 18, 2025.

The inspection occurred offsite on the following date(s): December 9, 10, 15, 2025.

The following intakes were inspected:

Intake# 00159066/CI#2854-000036-25 was related to falls prevention and management.

Intake#00162268/CI#2854-000039-25 was related to infection prevention and control.

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

- Infection Prevention and Control
- Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Documentation

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 1.

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

A resident's fall interventions were not documented as being in place over a five-day period, despite the interventions being included in the resident's plan of care.

Sources: Support Actions Documentation, Resident's Care Plan for Fall Interventions, Interviews with staff members.

WRITTEN NOTIFICATION: Responsive Behaviours

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

Non-compliance with: O. Reg. 246/22, s. 58 (4) (b)

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

(b) strategies are developed and implemented to respond to these behaviours, where possible; and

On a given day, staff did not implement the strategies set out in the resident's plan of care to respond to the resident's personal expressions or responsive behaviours.

Sources: Resident's Care Plan re: Resident Expressions, Investigation Notes after the

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incident date, Interviews with staff members.

WRITTEN NOTIFICATION: Housekeeping

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

Non-compliance with: O. Reg. 246/22, s. 93 (2) (a)

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(a) cleaning of the home, including,

(i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and

(ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces;

On November 21, 2025, all resident rooms and most common areas in a particular home area did not receive cleaning as per the home's environmental routine cleaning policy.

Sources: Schlegel Villages Routines Policy, Daily Resident Room Cleaning Checklist, Daily Housekeeping Checklist - Common Areas, and interviews with staff members.

WRITTEN NOTIFICATION: Infection Prevention and Control Program

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

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

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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).

The licensee did not provide the adequate personnel, on a specified date, to complete required surface cleaning and disinfecting at the required frequency.

Sources: Schlegel Villages Managing a Respiratory Outbreak Policy, Daily Resident Room Cleaning Checklist, Daily Housekeeping Checklist - Common Areas, and interviews with staff members.

WRITTEN NOTIFICATION: Reporting re critical incidents

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

Non-compliance with: O. Reg. 246/22, s. 115 (1) 5.

Reports re critical incidents

s. 115 (1) Every licensee of a long-term care home shall ensure that the Director is immediately informed, in as much detail as is possible in the circumstances, of each of the following incidents in the home, followed by the report required under subsection (5):

5. An outbreak of a disease of public health significance or communicable disease as defined in the Health Protection and Promotion Act.

The long-term care home declared an outbreak on November 8, 2025. The outbreak was not reported to Director until November 9, 2025.

Sources: Critical Incident System (CIS) Report, MLTC After Hours Ticket, and Schlegel Villages Managing a Respiratory Outbreak Policy.