

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

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: April 16, 2026

Inspection Number: 2026-1056-0003

Inspection Type:
Proactive Compliance Inspection

Licensee: Omni Quality Living (East) Limited Partnership by its general partner, Omni Quality Living (East) GP Ltd.

Long Term Care Home and City: The Willows Estate Nursing Home, Aurora

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 8 to 10, and 13 to 16, 2026

The following intake(s) were inspected:

- One intake related to a Proactive Compliance Inspection (PCI)

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

Food, Nutrition and Hydration
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: Residents' Bill of Rights

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

Non-compliance with: FLTCA, 2021, s. 3 (1) 3.

Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

3. Every resident has the right to have their participation in decision-making respected.

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

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

The residents' right to have their participation in decision-making was not respected when staff did not asked them their preference of beverage during a meal service.

Sources: Observation and interview with a Personal Support Worker (PSW).

WRITTEN NOTIFICATION: Behaviours and altercations

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

Non-compliance with: O. Reg. 246/22, s. 60 (a)

Behaviours and altercations

s. 60. Every licensee of a long-term care home shall ensure that,
(a) procedures and interventions are developed and implemented to assist residents and staff who are at risk of harm or who are harmed as a result of a resident's behaviours, including responsive behaviours, and to minimize the risk of altercations and potentially harmful interactions between and among residents; and

A resident's interventions for responsive behaviours were not implemented.

Sources: Observations, a resident's clinical records and interviews with a PSW and a Registered Practical Nurse (RPN).

WRITTEN NOTIFICATION: Dining and snack service

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

Non-compliance with: O. Reg. 246/22, s. 79 (2) (b)

Dining and snack service

s. 79 (2) The licensee shall ensure that,
(b) no resident who requires assistance with eating or drinking is served a meal until someone is available to provide the assistance required by the resident.

A resident who required assistance with eating or drinking, was served a meal and no staff was available to provide the assistance required by the resident.

Sources: Observation, a resident's clinical records, and an interview with a Registered Nurse (RN).

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

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

WRITTEN NOTIFICATION: Nutrition manager

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

Non-compliance with: O. Reg. 246/22, s. 81 (2)

Nutrition manager

s. 81 (2) The licensee shall ensure that every nutrition manager is an active member of the Canadian Society of Nutrition Management or a registered dietitian. O. Reg. 66/23, s. 17 (1).

The home's nutrition manager was not an active member of the Canadian Society of Nutrition Management or a registered dietitian.

Sources: Qualification records and interview with the Nutritional Care Manager (NCM).

WRITTEN NOTIFICATION: Food service workers, minimums

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

Non-compliance with: O. Reg. 246/22, s. 83 (2)

Food service workers, minimums

s. 83 (2) For the purposes of subsection (1), but subject to subsection (3), the minimum staffing hours shall be calculated as follows:

$$M = A \times 7 \times 0.45$$

where,

“M” is the minimum number of staffing hours per week, and

“A” is, at the option of the licensee, either,

- (a) the licensed bed capacity of the home for the week, excluding beds not available for occupancy pursuant to a Minister’s directive, Ministry policy or otherwise at law, or
- (b) the number of residents residing in the home for the week, including absent residents. O. Reg. 246/22, s. 83 (2); O. Reg. 66/23, s. 19.

Based on the licensed bed capacity of the home for the applicable weeks, the minimum required food service workers weekly hours was calculated. During the inspection, it was identified that the existing food service workers scheduled hours were below the required minimum.

Sources: Dietary staffing schedule and interview with the Executive Director (ED).



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

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

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702



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

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

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702