

**Ministry of Long-Term Care**

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

**Toronto District**

5700 Yonge Street, 5th Floor  
Toronto, ON, M2M 4K5  
Telephone: (866) 311-8002

## Public Report

**Report Issue Date:** July 7, 2025

**Inspection Number:** 2025-1440-0004

**Inspection Type:**

Critical Incident

**Licensee:** Schlegel Villages Inc.

**Long Term Care Home and City:** The Village of Humber Heights, Etobicoke

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 25, 26, 2025 and July 2 - 4 and 7, 2025

The following Critical Incident System (CIS) intake(s) were inspected:

- Intake: #00146449, CIS #2957-000016-25 and Intake: #00146940, CIS #2957-000018-25, both related to disease outbreaks.

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

Infection Prevention and Control

## INSPECTION RESULTS

### Non-Compliance Remedied

**Non-compliance** was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that

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the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

**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).

The licensee has failed to ensure that signage listing the signs and symptoms of infectious diseases for self-monitoring, as well as the steps that must be taken if an infectious disease was suspected or confirmed in any individual, were posted at the entrance and throughout the home, according to an observation.

The Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes (LTCH), dated April 2022, revised September 2023, section 11.6 stated that signage should be posted at entrances and throughout the home, listing the signs and symptoms of infectious diseases for self-monitoring, as well as the steps that must be taken if an infectious disease was suspected or confirmed in any individual.

On July 3, 2025, the staff members informed the inspector that signage had been posted at the entrance and other areas of the home. This was confirmed by observation on the same day.

**Sources:** Observations and interview with the staff members.

Date Remedy Implemented: July 3, 2025

**WRITTEN NOTIFICATION: Infection Prevention and Control  
Program**

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NC #002 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).

The licensee has failed to ensure that that the procedure for cleaning and disinfecting residents' rooms included a risk stratification approach.

IPAC Standard for LTCHs, dated April 2022, revised September 2023, section 5.6 required for the home to ensure procedures were in place for cleaning and disinfecting the surface areas of the home and to refer the Provincial Infectious Disease Advisory Committee on Infection Prevention and Control's (PIDAC-IPC) Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Health Care Settings, 3rd Edition.

PIDAC-IPC Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Health Care Settings, 3rd Edition, indicated that in-room bathrooms should be cleaned last after completing room cleaning, based on the principle of cleaning from clean to dirty.

Staff members verified that the in-room washrooms were cleaned first before cleaning the bedroom areas.

**Sources:** Provincial Infectious Disease Advisory Committee on Infection Prevention and Control's (PIDAC-IPC) Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Health Care Settings, 3rd Edition (dated April 2018), interviews with staff members.