

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

London District
130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: January 29, 2026

Inspection Number: 2026-1626-0001

Inspection Type:
Complaint

Licensee: Corporation of the City of Windsor

Long Term Care Home and City: Huron Lodge Long Term Care Home, Windsor

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 22, 27-29, 2026

The inspection occurred offsite on the following date(s): January 26, 2026

The following intake(s) were inspected:

- Intake: #00165023 -Complaint with multiple care concerns

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

Continance Care
Resident Care and Support Services
Prevention of Abuse and Neglect
Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: Reporting and Complaints

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

Non-compliance with: FLTCA, 2021, s. 26 (1) (c)

Complaints procedure — licensee

s. 26 (1) Every licensee of a long-term care home shall,

(c) immediately forward to the Director any written complaint that it receives concerning

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the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

Written anonymous complaints were received by the home and these complaints were alleging risk of harm to multiple residents. The complaints were not immediately forwarded to the Director.

Sources: A review of written complaints, LTCHomes.net and an interview with the Director of Care.