

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

Original Public Report

Report Issue Date: March 8, 2023	
Inspection Number: 2023-1461-0004	
Inspection Type: Complaint Critical Incident System	
Licensee: Schlegel Villages Inc.	
Long Term Care Home and City: The Village of Glendale Crossing, London	
Lead Inspector Samantha Perry (740)	Inspector Digital Signature
Additional Inspector(s) Cheryl McFadden (745) Leah Carrier (000748)	

INSPECTION SUMMARY

<p>The inspection occurred on the following date(s): February 13, 14, 15, 16, and 21, 2023.</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> Intake: #00017792, CI #2979-000006-23 related to falls. Intake: #00018315 – Complaint related to residents’ rights. Intake: #00020661 – Complaint related to staffing concerns. <p>The following intake(s) were completed in this inspection:</p> <ul style="list-style-type: none"> Intake: #00016419, CI #2979-000121-22; Intake: #00017337, CI #2979-000002-23; and Intake: #00019924, CI #2979-000016-23 related to falls prevention and management.
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The following **Inspection Protocols** were used during this inspection:

- Resident Care and Support Services
- Infection Prevention and Control
- Residents’ Rights and Choices
- Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Dealing with Complaints

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

Non-compliance with: O. Reg. 246/22, s. 108 (2) (a)

The licensee has failed to ensure that a documented record of a written complaint involving a resident was kept in the home, that included, the nature of the complaint.

The Ministry of Long-Term Care (MLTC) received a complaint regarding concerns about resident's rights.

Prior to the MLTC involvement, the home received the same concerns, regarding resident's rights, in the form of a written complaint from the complainant. A record review and interviews with the home's management showed no documented record was kept in the home related to the written complaint. Therefore, the home failed to follow the legislated requirements to keep a documented record in the home, that included, the nature of the complaint.

Sources: The resident's POA, interviews with Schlegel Villages staff, interviews with the home's management, records reviews, and the licensee's report to an Ontario third party. [740]

WRITTEN NOTIFICATION: Dealing with complaints

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

Non-compliance with: O. Reg. 246/22, s. 108 (2) (b)

The licensee has failed to ensure that a documented record of a written complaint involving a resident was kept in the home, that included, the date the complaint was received.

The Ministry of Long-Term Care (MLTC) received a complaint regarding concerns about resident's rights.

Prior to the MLTC involvement, the home received the same concerns, regarding resident's rights, in the form of a written complaint from the complainant. A record review and interviews with the home's management showed no documented record was kept in the home related to the written complaint. Therefore, the home failed to follow the legislated requirements to keep a documented record in the home, that included, the date the complaint was received.

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Sources: The resident's POA, interviews with Schlegel Villages staff, interviews with the home's management, records reviews, and the licensee's report to an Ontario third party. [740]

WRITTEN NOTIFICATION: Dealing with complaints

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

Non-compliance with: O. Reg. 246/22, s. 108 (2) (c)

The licensee has failed to ensure that a documented record of a written complaint involving a resident was kept in the home, that included, the type of action(s) taken to resolve the complaint, including the date of the action(s), time frames for actions to be taken and any follow-up action required.

The Ministry of Long-Term Care (MLTC) received a complaint regarding concerns about resident's rights.

Prior to the MLTC involvement, the home received the same concerns, regarding resident's rights, in the form of a written complaint from the complainant. A record review and interviews with the home's management showed no documented record was kept in the home related to the written complaint. Therefore, the home failed to follow the legislated requirements to keep a documented record in the home, detailing the type of actions taken by the home to resolve the complaint, the dates of those actions, the timeframes within which the actions were to be completed and any follow-up actions the licensee may be required to complete.

Sources: The resident's POA, interviews with Schlegel Villages staff, interviews with the home's management, records reviews, and the licensee's report to an Ontario third party. [740]

WRITTEN NOTIFICATION: Dealing with complaints

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

Non-compliance with: O. Reg. 246/22, s. 108 (2) (d)

The licensee has failed to ensure that a documented record of a written complaint involving a resident was kept in the home, that included, the final resolution.

The Ministry of Long-Term Care (MLTC) received a complaint regarding concerns about resident's rights.

Prior to the MLTC involvement, the home received the same concerns, regarding resident's rights, in the form of a written complaint from the complainant. A record review and interviews with the home's management showed no documented record was kept in the home related to the written complaint. Therefore, the home failed to follow the legislated requirements to keep a documented record in the

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home, that included, the licensee's final resolution.

Sources: The resident's POA, interviews with Schlegel Villages staff, interviews with the home's management, records reviews, and the licensee's report to an Ontario third party. [740]

WRITTEN NOTIFICATION: Dealing with complaints

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

Non-compliance with: O. Reg. 246/22, s. 108 (2) (e)

The licensee has failed to ensure that a documented record of a written complaint involving a resident was kept in the home, that included, every date on which any response was provided to the complainant and a description of the response.

The Ministry of Long-Term Care (MLTC) received a complaint regarding concerns about resident's rights.

Prior to the MLTC involvement, the home received the same concerns, regarding resident's rights, in the form of a written complaint from the complainant. A record review and interviews with the home's management showed no documented record was kept in the home related to the written complaint. Therefore, the home failed to follow the legislated requirements to keep a documented record in the home, detailing every date on which any response was provided to the complainant or a description of the licensee's response.

Sources: The resident's POA, interviews with Schlegel Villages staff, interviews with the home's management, records reviews, and the licensee's report to an Ontario third party. [740]

WRITTEN NOTIFICATION: Dealing with complaints

NC #006 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 108 (2) (f)

The licensee has failed to ensure that a documented record of a written complaint involving a resident was kept in the home, that included, any response made in turn by the complainant.

The Ministry of Long-Term Care (MLTC) received a complaint regarding concerns about resident's rights.

Prior to the MLTC involvement, the home received the same concerns, regarding resident's rights, in the form of a written complaint from the complainant. A record review and interviews with the home's management showed no documented record was kept in the home related to the written complaint.

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Therefore, the home failed to follow the legislated requirements to keep a documented record in the home, that detailed any response made in turn by the complainant to the licensee.

Sources: The resident's POA, interviews with Schlegel Villages staff, interviews with the home's management, records reviews, and the licensee's report to an Ontario third party. [740]