

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: October 3, 2025

Inspection Number: 2025-1465-0007

Inspection Type:

Complaint
Critical Incident

Licensee: Schlegel Villages Inc.

Long Term Care Home and City: The Village of Aspen Lake, Windsor

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: September 23- 26, 2025, September 29, 2025 and October 1 - 3, 2025

The following intakes were inspected:

- Intake: #00155812 /Critical Incident (CI) 3037-000058-25 - related to alleged financial abuse
- Intake: #00157288 / CI 3037-000062-25 - related to alleged neglect
- Intake: #00157291 - complaint relating to resident care, medication management, and skin and wound care

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

Skin and Wound Prevention and Management
Resident Care and Support Services
Medication Management
Prevention of Abuse and Neglect

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Resident records

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

Non-compliance with: O. Reg. 246/22, s. 274 (b)

Resident records

s. 274. Every licensee of a long-term care home shall ensure that,
(b) the resident's written record is kept up to date at all times.

The licensee failed to ensure that a resident's record was kept up to date when a medication dose was changed. The medication label was not kept up to date when the dose decreased, resulting in a near miss medication incident.

Sources: observations of the medication, the resident's clinical record, interviews with staff