

**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:** February 10, 2026

**Inspection Number:** 2026-1465-0001

**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 date(s): February 3-6, 9, 10, 2026

The following intake(s) were inspected:

Intake #00165963: relating to a complaint about resident care and support services and housekeeping.

Intake #00166633: relating to a complaint about food and nutrition.

Intake #00167298/ Critical Incident (CI) #3037-000001-26: relating to alleged neglect.

Intake #00168172: relating to a complaint about transfers and positioning and medication management.

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

- Skin and Wound Prevention and Management
- Continence Care
- Resident Care and Support Services
- Medication Management

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Housekeeping, Laundry and Maintenance Services  
Food, Nutrition and Hydration  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Plan to cover all aspects of care

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

**Non-compliance with: FLTCA, 2021, s. 6 (3)**

Plan of care

s. 6 (3) The licensee shall ensure that the plan of care covers all aspects of care, including medical, nursing, personal support, mental health, nutritional, dietary, recreational, social, palliative, restorative, religious and spiritual care.

The plan of care for a resident did not cover all aspects of their nutritional/dietary needs. The resident's care plan provided no direction to staff on the process for heating leftover food and various staff provided conflicting direction on how to heat leftover food for the resident. The home's policy for "Controlling Food Brought in for Residents" discussed labelling food being stored but provided no direction for heating this food.

Sources: Resident care plan, home policy, and staff and resident interviews.