

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: April 24, 2026

Inspection Number: 2026-1465-0004

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: April 14 - 17, 20 - 24, 2026

The following intakes were inspected:

- Intake: #00170337 / critical incident (CI) #3037-000012-26 - related to alleged improper/incompetent care
- Intake: #00170339 - complaint related to alleged improper/incompetent care
- Intake: #00171379 - complaint related to alleged neglect/abuse
- Intake: #00172227 - complaint related to an injury sustained by a resident
- Intake: #00173445 / CI #3037-000017-26 - related to alleged abuse of a resident
- Intake: #00173446 - complaint related to alleged improper/incompetent care
- Intake: #00173927 - complaint related to food production/menu planning
- Intake: #00174005 / CI #3037-000020-26 - related to a resident fall with injury
- Intake: #00174307 - complaint related to alleged neglect
- Intake: #00174858 / CI #3037-000023-26 - related to responsive behaviours and alleged resident abuse

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

- Resident Care and Support Services
- Medication Management
- Food, Nutrition and Hydration
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Falls Prevention and Management

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.