

**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:** March 9, 2026

**Inspection Number:** 2026-1474-0001

**Inspection Type:**

Complaint  
Critical Incident

**Licensee:** Schlegel Villages Inc.

**Long Term Care Home and City:** The Village at St. Clair, Windsor

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 23, 24, 25, 2026 and March 2, 3, 4, 5, 6, 9, 2026

The following intake(s) were inspected:

- Intake: #00163931 -
- AH-2025-0005739/3046-000115-25 related to the fall of a resident
- Intake: #00164440 -
- 3046-000120-25 - concern regarding dietary service
- Intake: #00164570 -
- AH-2025-0006120/3046-000122-25 - related to alleged resident to resident abuse
- Intake: #00165184 -
- 3046-000125-25 - related to the fall of a resident
- Intake: #00165413 -
- 3046-000126-25 - related to alleged neglect
- Intake: #00166457 -
- 3046-000131-25 - related to the fall of a resident
- Intake: #00166989 -
- 3046-000001-26 - related to the fall of a resident
- Intake: #00167770 -
- 3046-000003-26 - related to the fall of a resident
- Intake: #00168532 -
- 3046-000005-26 - related to the injury of a resident of unknown cause
- Intake: #00168584 -
- PC-2026-0008040 - related to a complaint related to maintenance

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- ▯ Intake: #00168658 -
- ▯ PC-2026-0008066- related to a complaint with concerns surrounding wound care

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

- Resident Care and Support Services
- Housekeeping, Laundry and Maintenance Services
- Food, Nutrition and Hydration
- Responsive Behaviours
- Prevention of Abuse and Neglect
- 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.