

**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Central West District**  
609 Kumpf Drive, Suite 105  
Waterloo, ON, N2V 1K8  
Telephone: (888) 432-7901

**Original Public Report**

<b>Report Issue Date:</b> August 8, 2023	
<b>Inspection Number:</b> 2023-1476-0006	
<b>Inspection Type:</b> Complaint Critical Incident System	
<b>Licensee:</b> Schlegel Villages Inc.	
<b>Long Term Care Home and City:</b> The Village at University Gates, Waterloo	
<b>Lead Inspector</b> Nuzhat Uddin (532)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Josee Snelgrove (674)	

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): July 26-28, 2023, and August 1-2, 2023.

The following intake(s) were inspected:

- Intake: #00090315 was related to falls prevention and management.
- Intake: #00091896 related to bill of rights, responsive behaviors, continence care, hydration and medication administration.

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

- Contenance Care
- Infection Prevention and Control
- 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.



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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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