

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

Public Report

Report Issue Date: November 6, 2025

Inspection Number: 2025-1476-0007

Inspection Type:

Complaint
Critical Incident

Licensee: Schlegel Villages Inc.

Long Term Care Home and City: The Village at University Gates, Waterloo

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 27 - 31, 2025 and November 3 - 6, 2025

The inspection occurred offsite on the following date(s): October 28, 2025

The following intake(s) were inspected:

- Intake: #00157623 - Complaint alleging abuse and improper care of residents
- Intake: #00157734 - Critical incident alleging abuse and neglect of residents
- Intake: #00158555 - Critical incident alleging improper transfer of resident
- Intake: #00159211 - Complaint related to care and call bell response.
- Intake: #00160326 - Critical incident - fall of resident, with injury

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

- Resident Care and Support Services
- Skin and Wound Prevention and Management
- Continence Care
- Food, Nutrition and Hydration

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Medication Management
Prevention of Abuse and Neglect
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Falls prevention and management

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

Non-compliance with: O. Reg. 246/22, s. 54 (1)

Falls prevention and management

s. 54 (1) The falls prevention and management program must, at a minimum, provide for strategies to reduce or mitigate falls, including the monitoring of residents, the review of residents' drug regimes, the implementation of restorative care approaches and the use of equipment, supplies, devices and assistive aids. O. Reg. 246/22, s. 54 (1).

Universal falls precautions were not implemented for a resident.

Sources: observations, Scott falls risk assessment, fall prevention training slides, interview with PSW, Falls lead and NC

WRITTEN NOTIFICATION: Continence care and bowel management

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 56 (2) (b)

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Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(b) each resident who is incontinent has an individualized plan, as part of their plan of care, to promote and manage bowel and bladder continence based on the assessment and that the plan is implemented;

A resident was not offered assistance every two hours for continence management as directed in their plan of care.

Sources: observations, plan of care, interview with PSWs

WRITTEN NOTIFICATION: Continence care and bowel management

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 56 (2) (d)

Continence care and bowel management

s. 56 (2) Every licensee of a long-term care home shall ensure that,

(d) each resident who is incontinent and has been assessed as being potentially continent or continent some of the time receives the assistance and support from staff to become continent or continent some of the time;

A resident who was assessed as continent some of the time had not received assistance from staff to maintain continence.

Sources: Observations, SV - Bladder & Bowel Continence Assessment - V 2, Care plan, interview with a PSW