

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

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Original Public Report	
Report Issue Date: October 25, 2023	
Inspection Number: 2023-1289-0003	
Inspection Type: Critical Incident	
Licensee: Pleasant Manor Retirement Village	
Long Term Care Home and City: Pleasant Manor Retirement Village, Virgil	
Lead Inspector Betty Jean Hendricken (740884)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY
<p>The inspection occurred onsite on the following date(s): October 13 and 16 -20, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake: #00098439 - (critical incident) related to falls prevention and management • Intake: #00089280 - (critical incident) related to falls prevention and management <p>The following intake(s) were completed:</p> <ul style="list-style-type: none"> • Intake: #00005400 - (critical incident) related to falls prevention and management. • Intake: #00005416 - (critical incident) related to falls prevention and management.

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

- Infection Prevention and Control
- Falls Prevention and Management



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

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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.