

**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:** May 23, 2025

**Inspection Number:** 2025-1399-0003

**Inspection Type:**

Complaint  
Critical Incident  
Follow up

**Licensee:** Schlegel Villages Inc.

**Long Term Care Home and City:** The Village of Riverside Glen, Guelph

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 14-16, 20-23, 2025.

The following intake(s) were inspected:

- Intake: #00143458, follow-up order #001 related to housekeeping, laundry, and maintenance services.
- Intake: #00144398, a complaint related to responsive behaviours, and prevention of abuse and neglect.
- Intake: #00144385, related to responsive behaviours, and prevention of abuse and neglect.
- Intake: #00146559, related to infection prevention and control.

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

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Order #001 from Inspection #2025-1399-0002 related to FLTCA, 2021, s. 19 (2) (a)

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

- Housekeeping, Laundry and Maintenance Services
- Infection Prevention and Control
- Responsive Behaviours
- Prevention of Abuse and Neglect

## 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.