

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: January 13, 2026

Inspection Number: 2026-1344-0001

Inspection Type:

Complaint

Licensee: Schlegel Villages Inc.

Long Term Care Home and City: The Village of Sandalwood Park, Brampton

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: January 6-9, and 13, 2026.

The following Complaint intakes were inspected:

- Intake: #00161377 related to prevention of abuse and neglect, skin and wound prevention and management, housekeeping, resident care and support services.
- Intake: #00166943 related to prevention of abuse and neglect, and medication management.

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

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Medication Management
- Housekeeping, Laundry and Maintenance Services
- Prevention of Abuse and Neglect

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INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Plan of care

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: FLTCA, 2021, s. 6 (4) (b)

Plan of care

s. 6 (4) The licensee shall ensure that the staff and others involved in the different aspects of care of the resident collaborate with each other,

(b) in the development and implementation of the plan of care so that the different aspects of care are integrated and are consistent with and complement each other.

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

The licensee must do the following:

1. Develop a procedure to ensure that all diagnostic imaging requisitions ordered by the Attending Physician (AP) or Nurse Practitioner (NP) are completed as ordered and appropriately followed up, including cases of resident refusal.
2. The above procedure shall include subsequent follow-up actions by registered staff, including collaboration with the service provider, the AP and/ or NP, in cases where a diagnostic imaging requisition was not completed due to resident refusal.
3. Provide education to all full-time and part-time Registered Practical Nurses (RPNs) on an identified Neighbourhood, and all full-time and part-time Charge Nurses related to the above procedure.

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4. Review the grounds of this compliance order, with all full-time and part-time RPNs on an identified Neighbourhood, and all full-time and part-time Charge Nurses.
5. Keep a record at the Long-Term Care Home (LTCH) of the education provided from item #3, and the review completed from item #4. The record shall include the staff members who received the education, the person(s) providing it, the content of the education, the date(s) it was provided and signatures of the staff indicating that they completed the education and the review.
6. Maintain a written record of the actions taken for items #1 to #5. This record shall be made available to the Inspector upon request.

Grounds

A resident had a change in their medical condition and a diagnostic test was ordered.

For a period of six weeks following two unsuccessful attempts to complete the diagnostic test, the registered nursing staff did not collaborate with the service provider, the Nurse Practitioner (NP), and the Attending Physician (AP) in completing the ordered diagnostic test.

This contributed to a delay in diagnosis, further assessment, and implementation of appropriate interventions for the resident.

Sources: Resident's clinical health records; Interviews with staff, and the service provider.

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This order must be complied with by February 17, 2026

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3

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e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

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Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.