

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: March 3, 2026

Inspection Number: 2026-1344-0002

Inspection Type:

Complaint
Critical Incident
Follow up

Licensee: Schlegel Villages Inc.

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

INSPECTION SUMMARY

The inspection occurred onsite on February 24, 26-27, and March 2-3, 2026.

The inspection occurred offsite on February 25, 2026.

The following Complaint intake was inspected:

-Intake: #00167044 related to an allegation of neglect, skin and wound concerns, and complaints procedure.

The following Critical Incident (CI) intake was inspected:

-Intake: #00167108 related to an allegation of neglect.

The Follow-up intake was also inspected:

-Intake: #00167775, Follow-up #: 1 - CO #001/ #2026-1344-0001, FLTCA 2021, s. 6 (4) (b) Plan of Care CDD: February 17, 2026.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:
Order #001 from Inspection #2026-1344-0001 related to FLTCA, 2021, s. 6 (4) (b)

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

Resident Care and Support Services

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

Skin and Wound Prevention and Management
Prevention of Abuse and Neglect
Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: Required programs

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

Non-compliance with: O. Reg. 246/22, s. 53 (1) 2.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

2. A skin and wound care program to promote skin integrity, prevent the development of wounds and pressure injuries, and provide effective skin and wound care interventions.

I) The home's skin and wound care program policy indicated that each wound will be treated using specific orders from a physician or designate.

The Nurse Practitioner (NP) changed the wound treatment for a resident's altered skin integrity, and part of the new ordered treatment was not provided to the resident for a period of four weeks.

Sources: Skin and wound care program policy, the resident's clinical health records; Interviews with the Skin and Wound Lead and Director of Care (DOC).

II) The home's algorithm for an identified altered skin integrity captured within the skin and wound care program directed the registered staff to choose appropriate treatment from the order template, write the treatment in digi order, process the order, and leave it flagged for the physician to sign.

On two occasions, the registered staff did not write a resident's wound treatments in the digi order and therefore, were not signed off by the physician.

Sources: Skin and wound care program policy, the resident's clinical health records;

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

Interviews with the Skin and Wound Lead and DOC.

III) The home's skin and wound care program policy indicated that the registered staff will reassess altered skin integrity at least weekly using the skin and wound evaluation, which included the assessment and documentation of the status of the wound bed and periwound.

On three occasions, the weekly skin and wound evaluation completed by the registered staff did not include the assessment and documentation of a resident's wound bed and peri wound.

Sources: Skin and wound care program policy, the resident's clinical health records;
Interview with the Skin and Wound Lead.



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

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

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