

**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:** August 22, 2025

**Inspection Number:** 2025-1274-0005

**Inspection Type:**

Critical Incident

**Licensee:** Schlegel Villages Inc.

**Long Term Care Home and City:** The Village of Winston Park, Kitchener

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 14, 15, 19, 20, 22, 2025

The inspection occurred offsite on the following date(s): August 18, 2025

The following intake(s) were inspected:

- Intake: #00152131 - Injury of unknown cause to a resident.
- Intake: #00152228 - Fall of a resident.

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

Pain Management

Falls Prevention and Management

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Pain management

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

**Non-compliance with: O. Reg. 246/22, s. 57 (2)**

Pain management

s. 57 (2) Every licensee of a long-term care home shall ensure that when a resident's pain is not relieved by initial interventions, the resident is assessed using a clinically appropriate assessment instrument specifically designed for this purpose.

The licensee has failed to ensure that when a resident's pain was not relieved by initial interventions, the resident was assessed using a clinically appropriate assessment instrument specifically designed for this purpose.

Sources: Observation and medical record review of the resident, interview with staff.