

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

Original Public Report

Report Issue Date: July 30, 2024

Inspection Number: 2024-1476-0005

Inspection Type:

Complaint
Critical Incident

Licensee: Schlegel Villages Inc.

Long Term Care Home and City: The Village at University Gates, Waterloo

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: July 15 - 19, and 22 - 24, 2024.

The following intakes were inspected in this Complaint inspection:

- Intake: #00114622 was related to multiple care concerns.
- Intake: #00120096 was related to injury of unknown origin.

The following intakes were inspected in this Critical Incident (CI) Inspection:

- Intake: #00118258 was related to falls prevention and management.
- Intake: #00120271 was related to falls prevention and management.

The following intake was completed in this inspection:

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Intake: #00119504 was related to falls prevention and management.

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

- Skin and Wound Prevention and Management
- Medication Management
- Infection Prevention and Control
- Reporting and Complaints
- Falls Prevention and Management

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.