

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

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: August 26, 2025

Inspection Number: 2025-1138-0004

Inspection Type:
Complaint

Licensee: CVH (No. 6) LP by its general partner, Southbridge Care Homes (a limited partnership, by its general partner, Southbridge Health Care GP Inc.)

Long Term Care Home and City: Port Perry Place, Port Perry

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 20 - 21, 2025 and August 25 - 26, 2025

The following intake(s) were inspected in this complaint inspection:

A complaint for concerns related to power outages, which create discomfort and pose safety risks to residents.

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

Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION: Home to be safe, secure environment

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

Non-compliance with: FLTCA, 2021, s. 5

Home to be safe, secure environment

s. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents.

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The license failed to ensure the home is a safe and secure environment for residents, as frequent power outages cause discomfort due to heat and darkness.

A complaint was submitted to the director regarding a safety concern that occurs when the electrical breaker trips, leaving residents in complete darkness, including when using the washroom. During the inspection, multiple residents and staff reported ongoing power outages, lack of guidance during outages, and discomfort caused by heat and darkness.

Source: Observation, interview with residents and staff.

COMPLIANCE ORDER CO #001 Accommodation services

NC #002 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: FLTCA, 2021, s. 19 (2) (c)

Accommodation services

s. 19 (2) Every licensee of a long-term care home shall ensure that,
(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

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

1. Implement an action plan to accommodate air conditioning units safely on two floors.
2. Develop and implement strategies during power outages, including, but not limited to, adequate lighting in the washroom and other affected areas.

Grounds

The Licensee failed to ensure that the electrical system and equipment were maintained in a safe condition and in a good state of repair.

A complaint was submitted to the Director regarding frequent power outages, resulting in sudden loss of lighting, leaving residents in complete darkness, including when they are using the washroom. Multiple residents and staff members reported ongoing power outages, a lack of guidance during these outages, and discomfort caused by the heat and darkness. The staff acknowledge that multiple units are experiencing persistent electrical breaker trips due to deteriorated infrastructure and circuit overloads during the

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summer months.

In 2021, the Long Term Care Home installed approximately 39 portable air conditioning units across rooms and hallways on both floors. Since installation, frequent breaker trips have occurred during the summer months. Although partial electrical upgrades were completed in 2023 and 2025, these have not resolved the issue. Breakers continue to trip multiple times per hour on hot days, with 2–3 breakers affected per unit. Staff routinely reset breakers and report persistent issues to the maintenance department. The breaker panels lack accurate labelling regarding load distribution and circuit assignments, forcing maintenance staff to rely on trial and error to identify circuits with lower loads. There is no formal documentation of breaker issues, frequency of trips, or corrective actions taken. The Long Term Care Home acknowledges that multiple devices are connected to single circuits, leading to overheating and repeated breaker failures. This situation presents a significant fire hazard and poses a serious risk to resident safety due to the potential for electrical fires and system failure during high-temperature days.

Source: Observation, Interview with residents and staff.

This order must be complied with by October 15, 2025

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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
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

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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:

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.



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

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