

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: December 10, 2025

Inspection Number: 2025-1205-0007

Inspection Type:

Critical Incident

Licensee: CVH (NO. 11) 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: Forest Heights, Kitchener

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 1-5, 9-10, 2025

The following intake(s) were inspected:

- Intake: #00158400, Intake: #00159837, Intake: #00160075: related to prevention of abuse and neglect
- Intake: #00159807: related to infection prevention and control

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

- Infection Prevention and Control
- Responsive Behaviours
- Prevention of Abuse and Neglect

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 1.

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

A resident's plan of care was not updated to reflect the resident's preference for toileting needs. It was observed that the resident's plan of care was not followed when they were toileted.

Sources: Observations, residents' clinical records, review of the home's infection prevention and control policy, interviews with staff

WRITTEN NOTIFICATION: Housekeeping

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 93 (2) (b) (iii)

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(b) cleaning and disinfection of the following in accordance with manufacturer's specifications and using, at a minimum, a low level disinfectant in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices:

- (iii) contact surfaces;

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A staff member was observed to not clean and disinfect high touched surfaces in accordance with the home's procedures.

Sources: Observations, review of the home's environmental cleaning policy, interviews with staff

WRITTEN NOTIFICATION: Infection prevention and control program

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

A staff member was observed to not perform hand hygiene, including, but not limited to, the four moments of hand hygiene using an alcohol based hand rub. The staff member did not perform hand hygiene on multiple occasions after donning and doffing personal protective equipment.

Sources: Observations, review of the home's environmental cleaning policy, interviews with staff