

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: August 11, 2025

Inspection Number: 2025-1045-0003

Inspection Type:

Complaint

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: Hillside Manor, Stratford

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 7, 8, 11, 2025

The following intake(s) were inspected:

- Intake: #00153850 - A complaint related to air temperatures.

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

Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION: Air Temperature Requirement

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

Non-compliance with: O. Reg. 246/22, s. 24 (1)

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Air temperature

s. 24 (1) Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius.

The licensee failed to ensure the long-term care home (LTCH) was maintained at a minimum temperature of 22 degree Celsius.

A review of home's air temperature logs from June 8 to August 6, 2025, showed that temperatures in resident rooms and common areas fell below the required minimum of 22 degree Celsius on multiple occasions. The home's air temperature monitoring policy requires environmental temperatures to be maintained between 22 degree Celsius and 26 degree Celsius.

Sources: Home's air temperature log and air temperature monitoring policy.