

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

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Public Report

Report Issue Date: January 30, 2026

Inspection Number: 2026-1106-0001

Inspection Type:
Proactive Compliance Inspection

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: Oak Terrace, Orillia

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: January 26 - 30, 2026.

The following intake were inspected:

- One intake for Proactive Compliance Inspection

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

Contenance Care
Housekeeping, Laundry and Maintenance Services
Infection Prevention and Control

INSPECTION RESULTS

Non-Compliance Remedied

Non-compliance was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

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

Accommodation services

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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.

During an observation, it was noted that an area specific to a resident space were found to be not in a good state of repair.

Sources: Observations of a resident's space; the home's policies titled "Maintenance Care Program", last revised 2025; and an interview with a resident; and the Executive Director (ED).

[691]

Date Remedy Implemented: January 28, 2026



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

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