

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:** March 13, 2026

**Inspection Number:** 2026-1106-0002

**Inspection Type:**

Complaint  
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:** Oak Terrace, Orillia

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 9-13, 2026.

The following intake(s) were inspected:

- One intake, related to a complaint submitted to the Director regarding concerns with care provided to a resident; and,
- One intake, regarding an allegation of abuse to a resident.

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

Resident Care and Support Services  
Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Duty to protect

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

#### Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

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There had been an incident of abuse towards a resident by staff, which resulted in the resident becoming upset.

**Sources:** Critical Incident (CI) report; a resident's health care records; internal investigation notes; staffs' personnel files; and interviews with a resident, direct care and registered staff, and the Director of Care (DOC).



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

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