

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: August 27, 2025

Inspection Number: 2025-1351-0004

Inspection Type:

Complaint

Critical Incident

Licensee: CVH (No. 9) 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: Southbridge Roseview, Thunder Bay

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 25 - 27, 2025.

The following intake(s) were inspected:

- An intake related to a complainant regarding concerns of alleged abuse of resident by resident.
- An intake related to alleged physical abuse of resident by staff.

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

Responsive Behaviours
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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The licensee has failed to ensure a resident was protected from abuse by a Personal Support Worker (PSW).

A PSW treated a resident in an inappropriate manner which resulted in injury to the resident.

Sources: Review of Critical Incident (CI) and internal investigation files; Review of camera footage; A resident's health care records including progress notes; and an interview with a staff member.



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

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