

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: January 16, 2026

Inspection Number: 2026-1208-0001

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: Sara Vista, Elmvale

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 12-16, 2026

The following intake(s) were inspected:

- Intake: #00161751 - complaint related to pain management and alleged neglect
- Intake: #00161811 - critical incident report related to alleged improper care or treatment

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

- Prevention of Abuse and Neglect
- Pain Management

INSPECTION RESULTS

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During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.