

Ministry of Long-Term Care

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

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Public Report

Report Issue Date: March 10, 2026

Inspection Number: 2026-1046-0003

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: Heartwood, Cornwall

INSPECTION SUMMARY

The inspection occurred onsite on the following date: March 9, 2026.

The following intake(s) were inspected in this Focused Proactive Compliance Inspection (PCI)

- Intake: #00172406 - Proactive Compliance Inspection Generator Initiative

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

Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION: Maintenance services

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

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Non-compliance with: O. Reg. 246/22, s. 96 (1) (b)

Maintenance services

s. 96 (1) As part of the organized program of maintenance services under clause 19 (1) (c) of the Act, every licensee of a long-term care home shall ensure that,
(b) there are schedules and procedures in place for routine, preventive and remedial maintenance.

A procedure was not in place to support compliance for the routine, preventive and remedial maintenance and schedules of the generator.

During interviews with the Environmental Services Manager (ESM) and the Executive Director (ED) in March 2026, they confirmed that there was no written procedure for the schedules and maintenance of the generator.

Sources: Record review and interviews with ED and ESM