

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

Toronto District
5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Public Report

Report Issue Date: November 25, 2025

Inspection Number: 2025-1212-0006

Inspection Type:
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: Humber Valley Terrace, Etobicoke

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 18-20, 24-25, 2025

The inspection occurred offsite on the following date(s): November 21, 2025.

The following intake(s) were inspected in this Critical Incident (CI) inspection:

-Intake #00159761/ CI #2716-000038-25 - related to an injury of unknown cause.

-Intake #00160345/ CI #2716-000039-25- related to improper care of a resident.

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

Resident Care and Support Services
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of care

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

Non-compliance with: FLTCA, 2021, s. 6 (1) (a)

Plan of care

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s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,
(a) the planned care for the resident;

A resident developed a skin condition for which treatment was ordered. However, the resident's written plan of care did not include the planned interventions to prevent and reduce the risk of infection.

Sources: Resident's clinical record, interviews with the Registered Practical Nurse (RPN) and Assistant Director of Care (ADOC).

WRITTEN NOTIFICATION: Required programs

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 53 (1) 4.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

4. A pain management program to identify pain in residents and manage pain. O. Reg. 246/22, s. 53 (1); O. Reg. 66/23, s. 10.

The home's Pain Management Program Policy required staff to complete a "Pain Assessment in Advanced Dementia (PAINAD)" for specific residents in Point Click Care (PCC). However, a resident did not receive the required assessment.

Sources: Pain Management Program Policy, resident's clinical record and interviews with the RPN and ADOC.