Ontario

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

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

Central West District
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Public Report

Report Issue Date: June 24, 2025
Inspection Number: 2025-1111-0003
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: The Village Seniors Community, Hanover

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 17- 20 and 23-24, 2025

The following intake(s) were inspected:

- Intake: #00146606 related to resident to resident altercation
- Intake: #00147777 related to resident to resident altercation
- Intake: #00148510 related to alleged abuse of a resident

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.

The licensee failed to protect a resident from abuse by a co-resident.

O. Reg. 246/22 s. 3 (b) defines sexual abuse as any non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation directed towards a resident by a person other than a licensee or staff member.

On two incidents over a two week period a resident acted inappropriately towards another resident, resulting in anxiety and fear for the co-resident.

Sources: CIS # 2599-000020-25 and CIS #2599-000022-25, Resident #004's progress notes, Resident #005's application and plan of care, interviews with staff.

WRITTEN NOTIFICATION: Altercations and other interactions between residents

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: O. Reg. 246/22, s. 59 (b)
Altercations and other interactions between residents
s. 59. Every licensee of a long-term care home shall ensure that steps are taken to minimize the risk of altercations and potentially harmful interactions between and

among residents, including,
(b) identifying and implementing interventions.

The licensee failed to ensure behavioural interventions had been identified and implemented for a resident related to behaviours.
An admission application indicated responsive behaviours. On two instances over a two week period, the resident exhibited responsive behaviours towards a co-resident.

Sources: CIS #2599-000020-25, CIS #2599-000022-25, IntraRAI HC application dated July 25, 2024, care plan and interviews with staff.