

**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:** October 23, 2025

**Inspection Number:** 2025-1111-0005

**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): October 16, 21-23, 2025

The following intake(s) were inspected:

-Intake: #00156529 related to an outbreak in the home

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

Infection Prevention and Control

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: CMOH and MOH

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

**Non-compliance with: O. Reg. 246/22, s. 272**

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CMOH and MOH

s. 272. Every licensee of a long-term care home shall ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act are followed in the home.

The Licensee failed to ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act were followed in the home. Specifically, the licensee did not follow the Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings, effective April 2024.

During an outbreak, daily high-touch surfaces were not documented as being cleaned or disinfected at least twice per day.

**Sources:** Daily high-touch surface cleaning checklist, Policy: Environmental & High-Touch Surface Cleaning & Disinfection (April 2025), Interview with staff