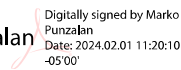


Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

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

Original Public Report

Report Issue Date: January 23, 2024	
Inspection Number: 2024-1150-0001	
Inspection Type: Complaint Critical Incident	
Licensee: CVH (No. 6) 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 Palace, Alexandria	
Lead Inspector Marko Punzalan (742406)	Inspector Digital Signature  Marko Punzalan <small>Digitally signed by Marko Punzalan Date: 2024.02.01 11:20:10 -05'00'</small>
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 15, 16, 17, 18, 19, 2024

The following intake(s) were inspected:

- Intake: #00096008 - Complaint regarding resident care and services.
- Intake #00101320 - M2642-000011-23 Alleged staff to resident verbal abuse.

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

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Resident Care and Support Services
Housekeeping, Laundry and Maintenance Services
Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

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.



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

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