

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: May 2, 2025

Inspection Number: 2025-1150-0002

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

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 29, 30, 2025 and May 1, 2, 2025

The following intake(s) were inspected:

Critical Incident System Report (CIS)

- Intake: #00144094 - (CIS #2642-000011-25), related to alleged resident to resident abuse.
- Intake: #00144378 - (CIS #2642-000013-25), related to alleged neglect of a resident by a staff member.
- Intake: #00145281 - (CIS #2642-000015-25), related to alleged abuse of a resident by staff member.

Complaint

- Intake: #00146143 related to alleged abuse of unknown residents by staff member.

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

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

Prevention of Abuse and Neglect
Responsive Behaviours

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.