

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: September 17, 2025

Inspection Number: 2025-1703-0005

Inspection Type:

Complaint
Critical Incident

Licensee: CVH (No. 3) 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: Southbridge Owen Sound, Owen Sound

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 9-12, 15-17, 2025.

The following intake(s) were inspected:

- Intakes #00151673, #00153335, and #00153525: falls prevention and management.
- Intake #00153292: allegation of resident to resident physical abuse.
- Intake #00155543: complaint regarding allegation of neglect.

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

- Safe and Secure Home
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Falls Prevention and Management

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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 ensure that a resident was protected from physical abuse by another resident.

Ontario Regulation 246/22, 2 (1) (c) defines physical abuse as the use of physical force by a resident that causes physical injury to another resident; (mauvais traitements d'ordre physique)

Rationale and Summary

There was a resident to resident altercation that resulted in an injury.

Failure to protect the resident from abuse resulted in physical injury that required additional treatment and monitoring.

Sources: Resident clinical records, Critical Incident Report, interview with Registered Nurse (RN).