

**Ministry of Long-Term Care**

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

**Hamilton District**

119 King Street West, 11th Floor  
Hamilton, ON, L8P 4Y7  
Telephone: (800) 461-7137

**Public Report**

**Report Issue Date:** December 15, 2025

**Inspection Number:** 2025-1095-0007

**Inspection Type:**

Complaint  
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:** BayWoods Place, Hamilton

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): December 8 - 11 & 15, 2025

The following intake(s) were inspected:

- Intake: #00153018/ Critical Incident (CI) #2581-000041-25 relating to prevention of abuse and neglect
- Intake: #00154061 complaint relating to residents' bill of rights and safe and secure home.

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

Resident Care and Support Services  
Responsive Behaviours

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Residents Bill of Rights

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

**Non-compliance with: FLTCA, 2021, s. 3 (1) 19. iv.**

Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

19. Every resident has the right to,

iv. have their personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.

The Long-Term Care Home (LTCH) had a security guard from a third party agency in place for a resident. A binder was provided to the security guard to document their observations and it contained the resident's care plan. The resident did not give consent for the security guard to have a copy of their care plan.

Sources: Interview with resident and DOC.