

**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:** August 7, 2025

**Inspection Number:** 2025-1067-0005

**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:** Garden City Manor, St Catharines

## INSPECTION SUMMARY

The inspection occurred onsite on the following dates: July 31, 2025 and August 5-7, 2025.

The following intakes were inspected:

- Intake #00146854: Complainant with concerns related to Plan of Care and Resident Bill of Rights.
- Intake #00148334: Critical Incident #2364-000027-25 related to Falls Prevention and Management.

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

Resident Care and Support Services  
Falls Prevention and Management

## INSPECTION RESULTS

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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.