

**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:** August 5, 2025

**Inspection Number:** 2025-1053-0003

**Inspection Type:**

Critical Incident

**Licensee:** Omni Quality Living (Southwest) Limited Partnership by its general partner Omni Quality Living (Southwest) GP Ltd.

**Long Term Care Home and City:** Heritage House, St Jacobs

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 1, 5, 2025

The following intake(s) were inspected:

- Intake: #00151901 - CI #2134-000004-25: Fall Prevention and Management

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

Falls Prevention and Management

## 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



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

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of non-compliance.