

**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:** November 28, 2025

**Inspection Number:** 2025-1053-0004

**Inspection Type:**

Complaint

**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): November 24-28, 2025

The following intake(s) were inspected:

- Intake: #00158247 - Complaint of improper care and neglect

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

Skin and Wound Prevention and Management  
Food, Nutrition and Hydration  
Medication Management  
Reporting and Complaints

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Dealing With Complaints

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

**Non-compliance with: O. Reg. 246/22, s. 108 (1) 3. i.**

Dealing with complaints

s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

3. The response provided to a person who made a complaint shall include,
  - i. the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010,

When a resident's Power of Attorney made a concern known to the Licensee, the Licensee did not provide them contact information for the MLTC or Ombudsman in response to the concern.

**Sources:** Resident's progress notes, interview with staff, Homes Concern Binder, and Omni's Policy

## WRITTEN NOTIFICATION: Dealing With Complaints

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 108 (2)**

Dealing with complaints

s. 108 (2) The licensee shall ensure that a documented record is kept in the home that includes,

- (a) the nature of each verbal or written complaint;
- (b) the date the complaint was received;

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- (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
- (d) the final resolution, if any;
- (e) every date on which any response was provided to the complainant and a description of the response; and
- (f) any response made in turn by the complainant.

When a resident's Power of Attorney had a concern, the Licensee did not keep a documented record of the concern.

**Sources:** Resident's progress notes, interview with staff, Homes Concern Binder, and Omni's Policy