

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: January 8, 2026

Inspection Number: 2026-1053-0001

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): January 5-8, 2026.

The following intake(s) were inspected:

- Intake: #00163890, related to prevention of abuse and neglect,
- Intake: #00165186, infection prevention and control.

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

Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

WRITTEN NOTIFICATION: Policy to Promote Zero Tolerance

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

Non-compliance with: FLTCA, 2021, s. 25 (1)

Policy to promote zero tolerance

s. 25 (1) Without in any way restricting the generality of the duty provided for in section 24, every licensee shall ensure that there is in place a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with.

Allegations of neglect of a resident was reported to a staff member. No assessment was completed for the resident for physical injury or harm as per the home's Zero Tolerance of Abuse And Neglect of Residents.

Sources: Resident's clinical records, the home's Critical Incident Report, home's policy "Zero Tolerance of Abuse And Neglect of Residents" (last reviewed May 7, 2025) and interviews with staff.

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