

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: March 6, 2026

Inspection Number: 2026-1053-0002

Inspection Type:

Proactive Compliance Inspection

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): March 3-6, 2026

The following intake(s) were inspected:

- Intake: #00171972 - Proactive Compliance inspection

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

Responsive Behaviours

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

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

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of non-compliance.