

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: September 4, 2025

Inspection Number: 2025-1382-0006

Inspection Type:

Critical Incident

Licensee: S & R Nursing Homes Ltd.

Long Term Care Home and City: Heron Terrace Long Term Care Community,
Windsor

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: September 2 - 4, 2025

The following intake was inspected:

- Intake: #00152575 - critical incident #2898-000017-25 - related to fall prevention and management

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

Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Transferring and positioning techniques

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

Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

The licensee failed to ensure a staff used safe transferring/positioning techniques. A resident of the home had a fall and was laying on the ground, staff #101 pulled the resident by the arm while they were lying on the floor. Staff #104 confirmed this was not the home's normal procedure and that staff receive training on assisting resident from the floor using a mechanical lift post fall.

Sources: critical incident report, interview with staff.