

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: May 13, 2026

Inspection Number: 2026-1382-0004

Inspection Type:
Complaint

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 date(s): May 11, 12, 2026

The following intake(s) were inspected:

- Complainant related to concerns with admission package.
- Complainant regarding concerns with environmental hazards in the home.

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

Housekeeping, Laundry and Maintenance Services
Resident Charges and Trust Accounts

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 of non-compliance.



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

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