

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

Ottawa District
347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Original Public Report

Report Issue Date: June 20, 2024	
Inspection Number: 2024-1046-0003	
Inspection Type: Complaint	
Licensee: Heartwood Operating Inc.	
Long Term Care Home and City: Heartwood, Cornwall	
Lead Inspector Shevon Thompson (000731)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 18, 19, and 20, 2024

The following intake was inspected:

- Intake: #00116371 - A complaint with concerns regarding the care of a resident.

The following Inspection Protocols were used during this inspection:

Contenance Care
Infection Prevention and Control
Falls Prevention and Management

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INSPECTION RESULTS

During the course of this inspection, the inspector made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.