

**Ministry of Long-Term Care**

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

**Hamilton District**

119 King Street West, 11th Floor  
Hamilton, ON, L8P 4Y7  
Telephone: (800) 461-7137

## Original Public Report

**Report Issue Date:** October 17, 2024

**Inspection Number:** 2024-1443-0002

**Inspection Type:**  
Critical Incident

**Licensee:** Benevolent Society "Heidehof" for the Care of the Aged

**Long Term Care Home and City:** Heidehof Long Term Care Home, St Catherines

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 8-11 and October 15, 2024

The following intake(s) were inspected:

- Intake: #00120774 - Critical Incident (CI) related to infection prevention and control (IPAC).
- Intake: #00126325 - CI related to an injury of unknown etiology.
- The following intake(s) were completed in this inspection: Intake: #00113909, CI was related to IPAC.

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

Resident Care and Support Services  
Infection Prevention and Control

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Infection Prevention and Control

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

**Non-compliance with: O. Reg. 246/22, s. 102 (4) (f)**

Infection prevention and control program

s. 102 (4) The licensee shall ensure,

(f) that a written record is kept relating to each evaluation under clause (e) that includes the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that those changes were implemented; and

The licensee has failed to keep a written record of the dates the summary of changes were implemented in the home's Infection Prevention and Control (IPAC) program evaluation.

### **Rationale and Summary**

A review of the home's recent annual IPAC program evaluation conducted on December 19, 2023, did not include the dates the summary of changes were implemented and was acknowledged by the Executive Director (ED) and Director of Care (DOC).

**Sources:** 2023 IPAC program evaluation and interviews with the ED and DOC.