

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

Public Report

Report Issue Date: March 10, 2026

Inspection Number: 2026-1443-0001

Inspection Type:

Follow up

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

Long Term Care Home and City: Heidehof Long Term Care Home, St Catharines

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: March 9-10, 2026

The following intake was inspected:

-Intake #00164222: Follow-up #01-CO #001/2025-1443-0004, O. Reg. 246/22 - s. 74 (2) (d), Nutritional Care and Hydration Program, CDD 02/20/2026,

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found **NOT** to be in compliance:

Order #001 from Inspection #2025-1443-0004 related to O. Reg. 246/22, s. 74 (2) (d)

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

Food, Nutrition and Hydration

INSPECTION RESULTS

WRITTEN NOTIFICATION: Conditions of Licence

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

Non-compliance with: FLTCA, 2021, s. 104 (4)

Conditions of licence

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s. 104 (4) Every licensee shall comply with the conditions to which the licence is subject.

The licensee did not comply with Compliance Order (CO) #001 from Inspection #2025-1443-0004, served on November 20, 2025 with a compliance due date (CDD) of February 20, 2026.

The following components were not complied with:

- (a) Develop and implement a system for monitoring fluid intakes which should include:
 1. A process for identifying residents at risk of dehydration
 2. A system for monitoring total daily fluid intakes for residents in the home
 3. Standardized registered nursing staff documentation requirements for assessing residents for signs and symptoms of dehydration
 4. Identification of when a referral is required to be sent to the dietitian for low fluid intake
- (b) Educate all registered nursing staff on the new system
- (c) Maintain a written record of the education provided, the names and role of the registered nursing staff who completed the training, the date and time when the training was completed, and who provided the training
- (d) All of the above should be completed in collaboration with the Registered Dietitian of the home

The home had developed and implemented a fluid intake monitoring process by the CDD, however the process was not effective at identifying residents with low fluid intake. The home developed a new process that was not fully implemented at the time of this inspection. The home did not maintain a written record of the education provided, the names and role of the registered nursing staff who completed the training, the date and time when the training was completed, and who provided the training as required by the order.

As a result of training gaps and an ineffective process for monitoring and evaluating resident fluid intakes, residents who fail to meet their fluid needs may not be assessed and interventions to support fluid intake may not be added where indicated.

Sources: Interview with management, resident's clinical records, staff training email, Nutrition and Hydration Management Policy.

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An Administrative Monetary Penalty (AMP) is being issued on this written notification AMP #001

NOTICE OF ADMINISTRATIVE MONETARY PENALTY (AMP)

The Licensee has failed to comply with FLTCA, 2021

Notice of Administrative Monetary Penalty AMP #001

Related to Written Notification NC #001

Pursuant to section 158 of the Fixing Long-Term Care Act, 2021, the licensee is required to pay an administrative penalty of \$1100.00, to be paid within 30 days from the date of the invoice.

In accordance with s. 349 (6) and (7) of O. Reg. 246/22, this administrative penalty is being issued for the licensee's failure to comply with an order under s. 155 of the Act.

Compliance History:

None

This is the first AMP that has been issued to the licensee for failing to comply with this requirement.

Invoice with payment information will be provided under a separate mailing after service of this notice.

Licensees must not pay an AMP from a resident-care funding envelope provided by the Ministry [i.e., Nursing and Personal Care (NPC); Program and Support Services (PSS); and Raw Food (RF)]. By submitting a payment to the Minister of Finance, the licensee is attesting to using funds outside a resident-care funding envelope to pay the AMP.