

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: April 24, 2026
Inspection Number: 2026-1443-0002
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 date(s): April 23-24, 2026

The following intake(s) were inspected:

-Intake: #00172988 -Follow-up #02 - CO #001 / 2025-1443-0004, O. Reg. 246/22, s. 74 (2) (d), Nutritional Care and Hydration Program, CDD 02/20/2026, RIF \$500

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found 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

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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NOTICE OF RE-INSPECTION FEE

Pursuant to section 348 of O. Reg. 246/22 of the Fixing Long-Term Care Act, 2021, the licensee is subject to a re-inspection fee of \$500.00 to be paid within 30 days from the date of the invoice.

A re-inspection fee applies since this is, at minimum, the second follow-up inspection to determine compliance with the following Compliance Order(s) under s. 155 of the FLTCA, 2021, and/or s. 153 of the LTCHA, 2007.

00172988 - A Re-Inspection Fee is applicable as this is follow-up #2 to Compliance Order #001 issued in inspection #2026-1443-0001. Follow-up #1 inspected under intake number 00164222 in inspection #2026-1443-0001 was not complied.

Licensees must not pay a Re-Inspection Fee 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 Re-Inspection Fee.