

**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

<b>Report Issue Date:</b> October 19, 2023	
<b>Inspection Number:</b> 2023-1443-0003	
<b>Inspection Type:</b> Critical Incident	
<b>Licensee:</b> Benevolent Society "Heidehof" for the Care of the Aged	
<b>Long Term Care Home and City:</b> Heidehof Long Term Care Home, St Catherines	
<b>Lead Inspector</b> Stephany Kulis (000766)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Erika Reaman (000764)	

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 11-13, 2023  
Others present on inspection: Christine Francis, Training Specialist (740880)

The following Critical Incident (CI) intake(s) were inspected:

- Intake: #00086712 -CI#2960-000002-23 - Fall of resident resulting in an injury.
- Intake: #00094339 -CI#2960-000005-23 - Fall of resident resulting in an injury.

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

Infection Prevention and Control  
Falls Prevention and Management

## 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.