

**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 28, 2025

**Inspection Number:** 2025-1443-0001

**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 Catharines

## INSPECTION SUMMARY

The inspection occurred on-site on the following dates: April 15, 17, 22-24, 28, 2025.

The following intake was inspected:

- Intake #00142036/ CI #2960-000004-25 was related to infection prevention and control (IPAC)

The following intake was completed in this inspection:

- Intake #00138712/ CI #2960-000003-25 was related to IPAC

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

Resident Care and Support Services  
Medication Management  
Infection Prevention and Control

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: Retraining

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

**Non-compliance with: FLTCA, 2021, s. 82 (4)**

Training

s. 82 (4) Every licensee shall ensure that the persons who have received training under subsection (2) receive retraining in the areas mentioned in that subsection at times or at intervals provided for in the regulations.

The licensee failed to retrain the required staff on IPAC in 2024, as mandated in Ontario Regulation 246/22 s. 259 (2), when 26% of staff did not receive the required training.

**Sources:** Staff IPAC retraining records, interview with nursing leadership.

## WRITTEN NOTIFICATION: Medication Management System

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 123 (2)**

Medication management system

s. 123 (2) The licensee shall ensure that written policies and protocols are developed for the medication management system to ensure the accurate acquisition, dispensing, receipt, storage, administration, and destruction and disposal of all drugs used in the home.

The licensee failed to develop written policies and procedures as part of their medication management system outlining processes and expectations related to drug administration by personal support workers.

**Sources:** Topical treatment delegation policy, interview with nursing leadership and

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direct care staff.

## WRITTEN NOTIFICATION: Safe Storage of Drugs

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 138 (1) (a) (ii)**

Safe storage of drugs

s. 138 (1) Every licensee of a long-term care home shall ensure that,

(a) drugs are stored in an area or a medication cart,

(ii) that is secure and locked,

The licensee failed to store topical treatments and suppositories in an area or medication cart that was secured and locked, when they were observed on multiple surfaces at the nurses station.

**Sources:** Nursing station observations, topical treatment delegation policy, interview with registered nursing staff.