

FINAL INSPECTION REPORT
Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: September 30, 2025	Name of Inspector: Melissa Meikle
Inspection Type: Responsive Inspection – Complaint	
Licensee: ACC-002548 - Riverstone Retirement (Trim Road) Inc.	
Retirement Home: Willowbend Retirement Community	
License Number: N0537	

About Responsive Inspections

A responsive inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. A responsive inspection is conducted when RHRA receives information that the licensee may have failed to meet the standards of the *Retirement Homes Act, 2010* or its regulations (the “*RHA*”). An inspection being conducted does not imply that an allegation is substantiated or that a contravention of the RHA has occurred. A licensee is required to report to RHRA if they suspect harm or risk of harm to a resident. During a responsive inspection, an RHRA inspector may observe the operations of the home, interview relevant individuals, review records and other documentation, and determine whether the licensee’s management and staff have followed mandatory policies and practices designed to protect the welfare of residents.

Following a responsive inspection, the RHRA inspector prepares a draft inspection report which is sent to the licensee. The draft report may include instances where the licensee has failed to meet the standards of the *RHA*. If included, the licensee can respond to these instances and is strongly encouraged to inform RHRA of its plans to meet the standards of the *RHA*.

Following the draft report, the RHRA inspector prepares this final inspection report, incorporating any response from the licensee with their plans to meet the standards of the *RHA*. The most recent final inspection report must be posted in the home in a visible and easily accessible location. All final inspection reports from the previous two years must also be made available in an easily accessible location in the home. The licensee must provide a copy of this report to the home’s Residents’ Council, if one exists.

In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.

If there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take further action.

Concern(s)

During a responsive inspection, an inspector will focus primarily on the concern(s) which prompted the

inspection and may take various actions to determine whether the licensee is compliant with the RHA in relation to the concern(s). Any findings of non-compliance identified in relation to these concerns are listed below.

Concern #1: CON-6809-Improper or Incompetent Treatment or Care - Bathing

RHRA Inspector Findings

A report was made to RHRA regarding alleged improper care of a resident. As part of the inspection in response to the report, the inspector reviewed records relating to the resident and interviewed staff and the substitute decision maker. The inspector found that the resident was receiving assistance with bathing from an external care provider, but it was not reflected in the plan of care. The Licensee failed to ensure that the development and implementation of the plan of care, included the care services provided by an external care provider, as required.

Outcome

The Licensee submitted a plan to achieve compliance by November 5, 2025. RHRA to confirm compliance by following up with the Licensee or by inspection.

Concern #2: CON-6810-Improper or Incompetent Treatment or Care - Contenance Care

RHRA Inspector Findings

A report was made to RHRA regarding alleged improper care of a resident. As part of the inspection in response to the report, the inspector reviewed the resident's file and documentations and that the resident had exhibited behaviours that posed a risk of harm to themselves. The Licensee did not implement techniques or strategies for the residents. The Licensee failed to implement Behaviour Management strategies as prescribed.

Outcome

The Licensee submitted a plan to achieve compliance by November 1, 2025. RHRA to confirm compliance by following up with the Licensee or by inspection.

Concern #3: CON-7188-Plan of Care

RHRA Inspector Findings

As part of the inspection the inspector reviewed the resident's plan of care and found that the resident did not have their plans of care approved appropriately, as there was no evidence that the plans had been approved by their substitute decision makers. Additionally, there was no evidence that the substitute decision was not given an opportunity to participate in the development, implementation or reviews of the resident's plan of care. The Licensee failed to ensure that all resident plans of care had been approved as required and failed to ensure the substitute decision maker be involved in the development, implementation or reviews of the resident's plan of care.

Outcome

The Licensee submitted a plan to achieve compliance by November 1, 2025. RHRA to confirm compliance by following up with the Licensee or by inspection.

Additional Findings

During a responsive inspection, an inspector may observe areas of non-compliance that are not related to the concern(s) which prompted the inspection. In these cases, an inspector may cite the home for these contraventions at the time of this inspection. In addition, an inspector may follow-up on findings

of non-compliance from previous inspections. Where the licensee is unable to demonstrate they have come into compliance or maintained compliance, an inspector may cite the home for these repeat contraventions at the time of this inspection.

Not Applicable

Current Inspection – Citations

Citations relating to the above Concerns or Additional Findings made during the current inspection are listed below.

The Licensee failed to comply with the RHA s. 62. (5); Involvement of resident, etc.

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62. (5) The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate in the development, implementation and reviews of the resident's plan of care.

The Licensee failed to comply with the RHA s. 62. (8); Integration of assessments and care

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62. (8) The licensee shall ensure that there are protocols to promote the collaboration between the staff, external care providers and others involved in the different aspects of care of the resident,

Specifically, the Licensee failed to comply with the following subsection(s):

s. 62. (8), (a)

(a) in the assessment of the resident so that their assessments are integrated and are consistent with and complement each other;

s. 62. (8), (b)

(b) in the development and implementation of the plan of care so that the different aspects of care are integrated and are consistent with and complement each other.

The Licensee failed to comply with the RHA s. 62. (9); Persons who approve plans of care

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62. (9) The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:

Specifically, the Licensee failed to comply with the following subsection(s):

s. 62. (9), para. 1

1. The resident or the resident's substitute decision-maker.

The Licensee failed to comply with the O. Reg. 166/11 s. 23. (1); Behaviour management

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23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

Specifically, the Licensee failed to comply with the following subsection(s):

s. 23. (1), (a)

(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;

s. 23. (1), (b)

(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;

Closed Citations

During an inspection, an inspector may follow-up with areas of non-compliance cited during a previous inspection, or verify compliance with areas initially cited during the current inspection. The inspector has verified that at the time of this report, the licensee was able to demonstrate that the following areas have come into compliance.

Not Applicable

NOTICE

The Final Inspection Report is being provided to the Licensee, the Registrar of the RHRA and the home's Residents' Council, if any.

Section 55 of the *RHA* requires that the Final Inspection Report be posted in the home in a conspicuous and easily accessible location. In addition, the Licensee must ensure that copies of every Final Inspection Report from the previous two (2) years are made available in the Home, in an easily accessible location.

The Registrar's copy of the Final Inspection Report, as it appears here, will be included on the RHRA Retirement Home Database available online at <http://www.rhra.ca/en/retirement-home-database>.

Signature of Inspector <i>Melissa Meikle</i>	Date October 29, 2025
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