

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

Inspection Information	
Date of Inspection: April 15, 2025	Name of Inspector: Douglas Crust
Inspection Type: Responsive Inspection – Routine	
Licensee: ACC-003010 - Tomclo Properties Ltd.	
Retirement Home: Greenway Lodge Retirement Home	
License Number: T0190	

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:**RHRA Inspector Findings**

The inspector reviewed a sample of resident care files. The staff of the Home were not able to produce any written behaviour management strategy for a resident who was assessed by his physician as presenting with behaviours. In addition, there was no written strategy for monitoring the resident, as prescribed. The Licensee failed to develop and document appropriate behaviour management strategies and techniques in a plan of care for a resident with responsive behaviours, and failed to develop a monitoring strategy.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or by inspection.

Concern #2:**RHRA Inspector Findings**

The inspector reviewed the documentation for the Licensee's continence care program. The program, as written, did not address key elements, as set out in the regulation. Specifically, the document did not address: measures to promote continence, measures to prevent constipation, toileting programs, and strategies to maximize a resident's independence and comfort. The Licensee failed to meet the prescribed requirements for a continence care program.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or by inspection.

Concern #3:**RHRA Inspector Findings**

The inspector sampled evidence of a background check being performed on the staff members working at the time of the inspection. The Home was able to produce evidence of a background check for one staff member. For a second staff member, a background check was produced but it did not include a vulnerable sector screening, as required under the legislation. The Licensee failed to conduct background checks on persons working in the Home, as prescribed.

Outcome

The Licensee submitted a plan to achieve compliance by Fri May 23, 2025. RHRA to confirm compliance by following up with the Licensee or by inspection.

Concern #4:**RHRA Inspector Findings**

A sample of three resident assessments and plans of care were inspected. For the first resident, there was evidence in the initial assessment of specific needs related to behaviours. Staff were interviewed and confirmed that the resident demonstrated unique triggers and demonstrated responsive

behaviours. Despite this, the resident's plan of care did not address the needs of the resident as identified in the assessment. Further, the plan of care was not approved by a prescribed person on behalf of the Licensee. Finally, although the resident had a diagnosis of "Alzheimer's" there was no evidence of an interdisciplinary care conference as part of the development of the resident's plan of care. For the second and third residents, their plans of care were not approved by a prescribed person on behalf of the Licensee, as required. The Licensee failed to develop and approve all resident plans of care as prescribed.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. 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. (6); Assessment of resident

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62. (6) The licensee shall ensure that the plan of care is based on an assessment of the resident and the needs and preferences of the resident.

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. 2

2. The prescribed person if there is a person prescribed for the purpose of this paragraph.

The Licensee failed to comply with the O. Reg. 166/11 s. 47. (5); Development of plan of care

s. 47. (5); Development of plan of care

47. (5) If an assessment of a resident indicates that the resident's care needs may include dementia care, skin and wound care or the use of a personal assistance services device, the licensee shall ensure that an interdisciplinary care conference is held as part of the development of the resident's plan of care and that the resident's plan of care takes into account the results of the care conference.

The Licensee failed to comply with the O. Reg. 166/11 s. 13. (2); Hiring staff and volunteers

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13. (2) The police background check shall include a vulnerable sector screen to determine the person's suitability to be a staff member or volunteer in a retirement home and to protect residents from abuse and neglect.

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;

s. 23. (1), (c)

(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

The Licensee failed to comply with the O. Reg. 166/11 s. 36. (1); Continence care

s. 36. (1); Continence care

36. (1) If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is continence care, the licensee shall establish a continence care program that includes,

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

s. 36. (1), (a)

(a) measures to promote continence;

s. 36. (1), (b)

(b) measures to prevent constipation, including nutrition and hydration protocols;

s. 36. (1), (c)

(c) toileting programs;

s. 36. (1), (d)

(d) strategies to maximize the resident's independence, comfort and dignity, including the use of equipment, supplies, devices and assistive aids.

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 	Date May 1, 2025
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