

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

Inspection Information	
Date of Inspection: 3/31/2025	Name of Inspector: Michele Davidson
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-009319 - Wycliffe Revera Sharon LP	
Retirement Home: Sharon Corners	
License Number: T01494	

#### 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-4656-Improper or Incompetent Treatment or Care**

**RHRA Inspector Findings**

The RHRA conducted an inspection to address the allegation that the resident had multiple falls, and the substitute decision maker was not informed. The inspector found that contrary to the requirements of the Licensee's falls policy, staff did not implement the requirements of the policy regarding documentation about the falls, the Licensee's responses and corrective actions taken to address the falls.

As part of the inspection, the Licensee's staff training records were reviewed. The inspector found that multiple staff, including 12 direct care staff, had not received training as prescribed prior to starting work.

Finally, to address the allegation that staff had not provided a resident with the care he required, the inspector interviewed relevant individuals, and reviewed appropriate documentation. The inspector determined that the Licensee's failure to fully implement their falls policy, to appropriately train staff and to adequately document the resident's needs resulted in harm to the resident by delaying access to the medical care needed. The Licensee's repeated inaction in the areas listed is a failure to protect from neglect.

**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: CON-4657-Other**

**RHRA Inspector Findings**

The RHRA received a report that the resident's substitute decision maker made multiple complaints to the Licensee. The inspection revealed that the Licensee had implemented changes and corrected the issues. However, the Licensee did not document the receipt of the complaint, actions taken to correct and responses made to the complainant.

The resident's substitute decision maker also reported that she was unaware of the resident's current condition, including refusing meals and care. The resulting inspection found evidence that the resident's substitute decision maker had not been involved in the development, review and implementation of the resident's plan of care.

Further, the plan of care did not contain the resident's needs and preferences, especially pertaining to meals and assistance with activities of daily living.

**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. 65. (2); Training**

##### **s. 65. (2); Training**

65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

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

###### **s. 65. (2), (a)**

(a) the Residents' Bill of Rights;

###### **s. 65. (2), (b)**

(b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;

###### **s. 65. (2), (c)**

(c) the protection afforded for whistle-blowing described in section 115;

###### **s. 65. (2), (d)**

(d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;

###### **s. 65. (2), (f)**

(f) fire prevention and safety;

###### **s. 65. (2), (g)**

(g) the licensee's emergency evacuation plan for the home mentioned in subsection 60 (3);

###### **s. 65. (2), (h)**

(h) the emergency plan and the infection prevention and control program of the licensee for the home mentioned in subsection 60 (4);

###### **s. 65. (2), (i)**

(i) all Acts, regulations, policies of the Authority and similar documents, including policies of the licensee, that are relevant to the person's duties;

###### **s. 65. (2), (j)**

(j) all other prescribed matters.

#### **The Licensee failed to comply with the RHA s. 67. (2); Same, neglect**

**s. 67. (2); Same, neglect**

67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

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

**s. 62. (5); Involvement of resident, etc.**

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. (6); Assessment of resident**

**s. 62. (6); Assessment of resident**

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 O. Reg. 166/11 s. 59. (2); Procedure for complaints to licensee**

**s. 59. (2); Procedure for complaints to licensee**

59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,

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

**s. 59. (2), (a)**

(a) the nature of each verbal or written complaint;

**s. 59. (2), (b)**

(b) the date that the complaint was received;

**s. 59. (2), (c)**

(c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;

**s. 59. (2), (d)**

(d) the final resolution, if any, of the complaint;

**s. 59. (2), (e)**

(e) every date on which any response was provided to the complainant and a description of the response;

**s. 59. (2), (f)**

(f) any response made in turn by the complainant.

**The Licensee failed to comply with the O. Reg. 166/11 s. 22. (3); Risk of falls**

**s. 22. (3); Risk of falls**

22. (3) If a resident of a retirement home falls in the home in circumstances other than those described in subsection (2) and the licensee or a staff member becomes aware of the fall, the licensee shall ensure that the licensee or a staff member documents the fall, the response to the fall and the corrective actions taken, if any.

**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
<i>M. Davidson</i>	May 5, 2025