

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

Inspection Information	
<b>Date of Inspection: August 15, 2025</b>	<b>Name of Inspector: Diana Teng</b>
<b>Inspection Type: Responsive Inspection – Mandatory Report</b>	
<b>Licensee: ACC-008686 - 1000616364 Ontario Inc.</b>	
<b>Retirement Home: Shorthills Villa Retirement Community</b>	
<b>License Number: S01215</b>	

#### 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-6311-Behaviour Management****RHRA Inspector Findings**

A report was made to the RHRA regarding behaviour management of a resident at risk of exit seeking. The inspector conducted interviews with staff and residents, reviewed policies, training records, plans of care, shift reports, and the recreations calendar. The home was unable to demonstrate strategies, interventions, and monitoring to address the residents behaviours. The residents plan of care was updated to include exit seeking, however there were no details on strategies to address the behaviour. Finally, for residents in the dementia care unit, activities were offered once three days per week, there was no common area indoors or outside for residents to socialize or engage. The Licensee failed to identify interventions and strategies to address exit seeking behaviour, then failed to monitor the behaviour as per their policy. The Licensee failed to provide details within the plan of care to address the exit seeking behaviour. Finally, the Licensee failed to provide therapies, techniques, and activities for physical, cognitive, sensory and social engagement of residents in dementia care to promote quality of life or wellbeing for those residents.

**Outcome**

The Licensee provided information indicating that corrective action was being taken, however, further action must be taken to achieve compliance with all areas outlined in the finding. 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 O. Reg. 166/11 s. 41. (2); Dementia care program****s. 41. (2); Dementia care program**

41. (2) The program shall include,

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

**s. 41. (2), (a)**

(a) therapies, techniques and activities, including mental stimulation, to maximize the functioning and independence of the resident in the areas of physical, cognitive, sensory and social abilities;

**s. 41. (2), (c)**

(c) therapies, techniques and activities to promote quality of life and wellbeing for the resident;

**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  September 5, 2025
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