

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: 2025-09-09	Name of Inspector: Tej Kathirvel, RPN
Inspection Type: Responsive Inspection – Complaint	
Licensee: ACC-002759 - CVH (No.6) LP	
Retirement Home: Regency Retirement Community	
License Number: T0488	

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-6571-Food

RHRA Inspector Findings

A complaint was submitted to RHRA regarding the quality of services and care provided by Regency Retirement Community. The complainant had initially raised these concerns with the home; however, after reporting that the home had not provided timely follow-up in several areas, the matter was escalated to the RHRA. In response, an inspection was conducted, which included interviews with the management, a review of relevant policies and records, and direct observations within the home. While the inspection found that some concerns such as meal variety, snack availability, and dietary accommodations had been partially addressed, several areas of non-compliance were identified. Specifically, the resident dietary profile in the kitchen had not been updated, leaving staff without current information regarding residents' special diets, needs, and preferences, contrary to regulatory requirements. The inspector also determined that the home did not provide an alternative entrée choice at each meal, as no à la carte menu was available. Although improvements were noted during the inspection, the concerns regarding food management were substantiated, and ongoing monitoring will be required to ensure residents' nutritional needs and preferences are consistently being met.

Outcome

At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.

Concern #2: CON-6574-Activities/Services

RHRA Inspector Findings

A complaint was submitted to the RHRA regarding the quality of services and care provided at the home. The complainant had initially raised these concerns with the home; however, after reporting that the home had not provided timely follow-up in several areas, the matter was escalated to the RHRA. In response, an inspection was conducted, which included interviews with management, a review of relevant policies and records, and direct observations within the home. The inspection determined that the home's commitment to providing diverse and regular programming, as outlined in its Care Home Information Package (CHIP), was not being fulfilled. The absence of a dedicated activity aide and inconsistent delivery of scheduled programs were found to negatively impact resident engagement and overall quality of life.

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: CON-6576-Improper or Incompetent Treatment of Care - Emergency Call Bells

RHRA Inspector Findings

A complaint was submitted to the RHRA regarding the quality of services and care provided at the home. The complainant had initially raised these concerns with the home; however, after reporting that the home had not provided timely follow-up in several areas, the matter was escalated to the RHRA. In response, an inspection was conducted, which included interviews with management, a review of relevant policies and records, and direct observations within the home. The inspection also identified concerns regarding the home's accountability and oversight in responding to residents' emergency

needs. The home was unable to provide policies, call bell or pendant response logs, or audit records during the inspection, raising concerns about the reliability of its monitoring systems. Although the home had previously committed to auditing call bell response times, the absence of supporting documentation demonstrated a lack of follow-through. The inspector emphasized that maintaining reliable systems and accurate documentation is essential to ensuring resident safety and compliance with regulatory requirements.

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 O. Reg. 166/11 s. 19. (1); Maintenance

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19. (1) Every licensee of a retirement home shall ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.

The Licensee failed to comply with the O. Reg. 166/11 s. 10.; Package of information for residents

s. 10.; Package of information for residents

10. For the purposes of clause 54 (2) (v) of the Act, the package of information mentioned in clause 54 (1) (a) of the Act that a licensee of a retirement home is required to give to every resident of the home shall include,

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

s. 10. (c)

(c) a statement whether the licensee offers programs, activities or services to encourage the mental stimulation of residents and, if so, information about them;

s. 10. (d)

(d) a statement whether the licensee offers programs, activities or services to address the social, recreational and spiritual needs of residents and, if so, information about them;

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.

Ontario Regulation 166/11:

s. 40.; Provision of a meal

40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,

s. 40. (e)

(e) the menu includes alternative entrée choices at each meal;

s. 40.; Provision of a meal

40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,

s. 40. (i)

(i) food service workers and staff assisting the resident are aware of the resident's diet, special needs and preferences;

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>Tej Kathiruel, RPN</i>	October 22, 2025