

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: September 17, 2025	Name of Inspector: Julie Hebert
Inspection Type: Responsive Inspection – Complaint	
Licensee: ACC-003337 - Windsor Place Retirement Residence	
Retirement Home: Windsor Place Retirement Residence	
License Number: N0581	

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-6583-Improper or Incompetent Treatment or Care - Current Care Needs Not Reflected

RHRA Inspector Findings

A complaint was made to the RHRA by the family member of a resident surrounding the care provided to the resident during their brief stay at the home. In response to the complaint, an inspection took place in which the inspector spoke to staff, the resident, management, and external care providers, as well as reviewed documentation. The inspector found that the home had not provided the resident with a tenancy agreement or Care Home Information Package prior to the resident commencing tenancy in the home.

In addition, the home had not completed an initial plan of care for the resident outlining their care needs, preferences and requirements.

The Licensee was unable to demonstrate that they had completed and provided the required documentation for the resident.

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-6590-Improper or Incompetent Treatment or Care - Call Bells

RHRA Inspector Findings

Part of the complaint brought forward by the family surrounded the response to the resident's call bell and that it appeared to malfunction. The home was unable to demonstrate that they had a preventative maintenance program in place surrounding the call bell system and call bell device that the home supplied to the resident.

Outcome

The Licensee has demonstrated it has taken corrective action to achieve compliance.

Concern #3: CON-6638-Complaints procedure

RHRA Inspector Findings

Family reported to the RHRA that they had brought several concerns to the attention of the home during the resident's stay. The home was unable to demonstrate that they had a written record of each of the complaints brought forward including the nature of the complaint, the date the complaint was received, any action or resolutions taken in response to the complaint, the response back to the complainant including the date of that response, as well as any response made in turn by the complainant. In addition, the home had not included in its Care Home Information Package the contact information for the Licensee.

The home was not able to demonstrate that they fully followed the legislation surrounding all complaints made to the home.

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. (1); Plan of care**s. 62. (1); Plan of care**

62. (1) When a resident commences his or her residency in a retirement home, the licensee shall, within the prescribed times, ensure that the resident is assessed and that a plan of care is developed based on the assessment and in accordance with this section and the regulations.

The Licensee failed to comply with the RHA s. 53. (1); Agreement required**s. 53. (1); Agreement required**

53. (1) The licensee of a retirement home shall enter into a written agreement with every resident of the home before the resident commences residency in the home.

The Licensee failed to comply with the RHA s. 54. (1); Information for residents**s. 54. (1); Information for residents**

54. (1) Every licensee of a retirement home shall ensure that,

Specifically, the Licensee failed to comply with the following subsection(s):**s. 54. (1), (a)**

(a) a package of information that complies with this section is given to every resident of the home and to the substitute decision-maker of the resident, if any, before the resident commences his or her residency;

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.

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.

Retirement Homes Act, 2010:

s. 54. (2); Contents

54. (2) The package of information shall include, at a minimum,

s. 54. (2), (f)

(f) the name, telephone number and e-mail address of the licensee;

Ontario Regulation 166/11:

s. 19. (2); Maintenance

19. (2) The maintenance program shall include policies and procedures for routine, preventative and remedial maintenance of the following in the retirement home:

s. 19. (2), para. 4

4. If provided by the licensee, equipment, devices, assistive aids, positioning aids and shower grab bars.

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
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Julie Hebert

October 24, 2025