

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: 7/10/2025	Name of Inspector: Michele Davidson
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002530 - Romko Residences LP	
Retirement Home: Brookside Court/Hilltop Place	
License Number: T0595	

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-5876-Improper or Incompetent Treatment or Care

RHRA Inspector Findings

Finding: The RHRA conducted an inspection in response to multiple allegations concerning a resident's care. Through the reviews of documentation, observation and interviews with relevant individuals, the inspector determined the following:

With regards to an allegation on the repositioning of the resident, evidence indicated that staff had been given directions to reposition the resident at regular intervals. However, the inspection found that this was not consistently completed.

The inspector also determined that the resident had a current plan of care which included directions on the use of a mechanical lift. However, on multiple occasions, the resident was transferred by staff contrary to the directions contained in the resident's plan of care. Act s. 62(10)

In addition, the resident's plan of care did not contain evidence that the resident or substitute decision maker had provided consent to the Licensee to collect information from external care providers. Act s. 62(4)(d)

Finally, the inspection concluded that the Licensee's failure to adhere to the resident's plan of care in multiple areas, especially as it related to wound care, the failure to ensure there was consent from the family to share information with an external care are indicative of a pattern of inaction in providing care and assistance necessary for the resident's health and well-being and constitutes neglect. Act 67(2)

Outcome

The Licensee submitted a plan to achieve compliance by Friday, November 7, 2025. RHRA to confirm compliance by following up with the Licensee or by inspection.

Concern #2: CON-6981-Restraints

RHRA Inspector Findings

The RHRA conducted the inspection in response to a complaint with multiple allegations on improper or incompetent treatment or care. The inspection revealed that the resident was unable to weight bear and as a result required the use of a mobility device. On numerous occasions, the staff used that mobility device not for its intended purpose, but to restrict the resident's movements. The inspection concluded that a physical device was being used as a restraint.

Outcome

The Licensee submitted a plan to achieve compliance by Thursday, October 30, 2025. 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. (10); Compliance with plan

s. 62. (10); Compliance with plan

62. (10) The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.

The Licensee failed to comply with the RHA s. 62. (4); Contents of plan

s. 62. (4); Contents of plan

62. (4) The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,

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

s. 62. (4), (d)

(d) a statement indicating whether the resident has provided consent to the licensee to collect information from external care providers, to use such information and to disclose the contents of the plan of care to external care providers and others.

The Licensee failed to comply with the RHA s. 68. (1); Restraints prohibited

s. 68. (1); Restraints prohibited

68. (1) No licensee of a retirement home and no external care providers who provide care services in the home shall restrain a resident of the home in any way, including by the use of a physical device or by the administration of a drug except as permitted by section 71.

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.

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 <i>M. Davidson</i>	Date October 25, 2025
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