RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: 2025-09-22	**Name of Inspector: Tej Kathirvel, RPN**
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002511 - Lev Senior Living Inc.	
Retirement Home: Winchester Glen Retirement Community	
License Number: T0586	

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-6737-Improper or Incompetent Treatment or Care

RHRA Inspector Findings
A report was made to the RHRA regarding concerns about the lack of care and oversight of a resident. As part of the inspection, the inspector reviewed the Licensee's policies and procedures, the resident's plan of care, other relevant documentation, and staff interviews. The inspector found that the Licensee failed to ensure that the resident received the care and services as outlined in their plan of care, which included bathing and other personal hygiene routines.

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-6738-Improper or Incompetent Treatment or Care

RHRA Inspector Findings
A report was made to the RHRA regarding concerns about the lack of care and oversight of a resident. As part of the inspection, the inspector reviewed the Licensee's policies and procedures, the resident's plan of care, other relevant documentation, and staff interviews. The inspector found that despite the resident's fragile condition and evident decline, the resident was not reassessed as their care needs changed.

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-6739-Medication Administration

RHRA Inspector Findings
A report was made to the RHRA regarding concerns about the lack of care and oversight of a resident. As part of the inspection, the inspector reviewed the Licensee's policies and procedures, the resident's plan of care, other relevant documentation, and staff interviews. The inspector found that the Licensee failed to ensure that timely and appropriate pharmacological interventions were provided for pain and anxiety management. Despite clear physician orders and documented evidence of need, medications were inconsistently administered, resulting in unrelieved pain and unmanaged anxiety.

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 #4: CON-7371-Neglect

RHRA Inspector Findings
A report was made to the RHRA regarding concerns about the lack of care and oversight of a resident. As part of the inspection, the inspector reviewed the Licensee's care policies, the resident's plan of care, medical and palliative documentation, and staff interviews. The inspector found that the Licensee and its staff failed to fulfill their obligation to protect the resident from neglect, resulting in a breach of legislative requirements. The resident did not receive the palliative, medical, wound, and personal care

necessary to meet their assessed needs. The resident's pain and anxiety were inadequately managed, and their condition deteriorated without appropriate clinical intervention or compassionate/palliative support. The home's leadership also failed to ensure consistent follow-up, effective staff oversight, and adherence to the resident's plan of care. As a result, the Licensee did not comply with the requirements of the Retirement Homes Act and failed to protect the resident's health, safety, and dignity, constituting 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.

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. (12); Reassessment and revision

s. 62. (12); Reassessment and revision
62. (12) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,

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

s. 62. (12), (b)
(b) the resident's care needs change or the care services set out in the plan are no longer necessary;

s. 62. (12), (c)
(c) the care services set out in the plan have not been effective.

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 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 O. Reg. 166/11 s. 35.; Assistance with bathing

s. 35.; Assistance with bathing
35. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with bathing, the licensee shall ensure that,

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

s. 35. (c)
(c) the resident is bathed as frequently as is consistent with the resident's plan of care.

The Licensee failed to comply with the O. Reg. 166/11 s. 29.; Administration of drugs or other substances

s. 29.; Administration of drugs or other substances
29. 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 administration of a drug or other substance, the licensee shall ensure that,

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

s. 29. (b)
(b) no drug is administered by the licensee or the staff to the resident in the home except in accordance with the directions for use specified by the person who prescribed the drug 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
Tej Kathirvel, RPN	November 19, 2025