

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

Inspection Information	
Date of Inspection: November 26, 2025	Name of Inspector: Angela Newman
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: Oxford SC Walford Thunder Bay LP	
Retirement Home: The Walford Thunder Bay	
License Number: N0497	

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-7394-Abuse

RHRA Inspector Findings

The RHRA conducted an inspection in response to an allegation of financial abuse. As part of the inspection in response to the allegation, the inspector reviewed the Licensee's policies and procedures, staff training records, resident care files, and interviewed potential witnesses to the alleged incidents. Although an allegation of abuse was not substantiated, the inspector found that the Licensee failed to ensure that staff were trained on orientation on the Licensee's Zero Tolerance of Abuse and Neglect policy. Secondly, the Retirement Homes Act and regulation prohibit a staff member from borrowing money from a resident and a staff member had written to a resident and requested to borrow money. Thirdly, the inspection showed that because information was provided to the RHRA, a staff member retaliated against a resident by treating the resident in an intimidating, coercing or harassing manner. Finally, a staff member was found to have provided misleading information to an inspector during this inspection. The Licensee failed to ensure that staff were trained as required and staff conduct followed the legislation.

Outcome

The Licensee submitted a plan to achieve compliance by December 31, 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. 118.; False information

s. 118.; False information

118. No person shall knowingly provide false or misleading information to an inspector, the Registrar or any person employed or retained by the Authority in any statement or document in respect of any matter relating to this Act or the regulations, whether made or given orally, on paper or electronically.

The Licensee failed to comply with the RHA s. 115. (1); Whistle-blowing protection

s. 115. (1); Whistle-blowing protection

115. (1) No person shall retaliate or threaten to retaliate against another person, whether by action or omission, because any person has disclosed anything to the Registrar or an inspector or has provided

evidence that has been or may be given in a proceeding, including a proceeding in respect of the enforcement of this Act or the regulations, or in an inquest under the Coroners Act.

The Licensee failed to comply with the O. Reg. 166/11 s. 57.1, (1); Prohibition on borrowing, etc.

s. 57.1, (1); Prohibition on borrowing, etc.

57.1 (1) A licensee, staff member, external care provider or volunteer of a retirement home shall not,

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

s. 57.1, (1), (a)

(a) borrow money or other property from a 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.

Retirement Homes Act, 2010:

s. 65. (2); Training

65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

s. 65. (2), (b)

(b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;

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
Angela Newman

Date
January 2, 2026