

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

<b>Inspection Information</b>	
<b>Date of Inspection:</b> December 10, 2025	<b>Name of Inspector:</b> Angela Newman
<b>Inspection Type:</b> Responsive Inspection – Complaint	
<b>Licensee:</b> 2259973 Ontario Inc.	
<b>Retirement Home:</b> John Joseph Place	
<b>License Number:</b> S0108	

**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-7620-Building/maintenance - Exterior Areas**

**RHRA Inspector Findings**

A complaint was made to the RHRA regarding insufficient exterior maintenance of the retirement home premises. As part of the inspection in response to the allegation, the inspector interviewed staff and reviewed maintenance records. The inspector found that the Licensee failed to maintain the front entrance stair handrails and ramp to the back entrance. The Licensee failed to ensure the building forming the retirement home was maintained in good repair.

**Outcome**

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

**Concern #2: CON-7636-Administrative Issues - Rent and Care Costs**

**RHRA Inspector Findings**

A complaint was made to the RHRA alleging the Licensee failed to respond to a complaint regarding administrative fees. The inspector reviewed the Licensee's complaint log and interviewed staff and found the Licensee did not have compliant written records. Every Licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home includes a response to the person who made the complaint, indicating, what the Licensee has done to resolve the complaint or if the Licensee believes the complaint to be unfounded and the reasons for the belief. The Licensee failed to ensure that their written record of a complaint included all the required elements

**Outcome**

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

**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.*

**Not Applicable**

### **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. 19. (1); Maintenance**

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.

#### **s. 59. (1); Procedure for complaints to licensee**

59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

##### **s. 59. (1), para. 4**

4. A response shall be made to the person who made the complaint, indicating,

##### **s. 59. (1), para. 4, 1.**

i. what the licensee has done to resolve the complaint,

#### **s. 59. (1); Procedure for complaints to licensee**

59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

##### **s. 59. (1), para. 4**

4. A response shall be made to the person who made the complaint, indicating,

##### **s. 59. (1), para. 4, 2.**

ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.

## **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>Angela Newman</i>	Date January 15, 2026
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