

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

Inspection Information	
Date of Inspection: January 8, 2026	Name of Inspector: Antonette Whitley-Scott
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002671 - King Station GP Inc.	
Retirement Home: Sorrento Retirement Residence	
License Number: T0587	

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-8029-Financial Abuse

RHRA Inspector Findings

A report was made to the RHRA regarding the alleged financial and emotional abuse of a resident. As part of the inspection in response to the allegations, the inspector reviewed the Licensee's billing records, Lease Agreement, Care Home Information Package, Plan of Care, incident reports, facility correspondence, and interviewed relevant staff regarding the home's processes for managing resident behaviour, applying charges, and making care decisions. The inspector found that the Licensee withdrew \$20,000 from the resident's account to cover alleged property damage without documented consent, prior notice, confirmation of repair costs, or involvement of the resident's substitute decision-maker. In addition, the Licensee denied the resident access to their unit, personal belongings, and essential equipment while they were medically and physically vulnerable, and informed them during hospitalization that they would not be permitted to return. These actions occurred at a time when the resident was reliant on the Licensee for care, protection, and support. Consequently, the Licensee's actions resulted in the misappropriation of the resident's funds and were reasonably likely to cause fear, distress, humiliation, and loss of dignity, demonstrating a failure to protect the resident from both financial and emotional abuse.

Outcome

The Licensee must take corrective action to achieve compliance.

Concern #2: CON-8030-Administrative Issue

RHRA Inspector Findings

A report was made to the RHRA regarding the Licensee's failure to provide a resident with timely and documented information about alternative care options when it was determined that the home could no longer safely meet the resident's needs. As part of the inspection, the inspector reviewed the Licensee's correspondence with the resident's substitute decision-maker, the resident's Plan of Care, Facility Discharge Advisory, and interviewed relevant staff regarding the home's processes for assessing care needs and communicating alternative placement options. The inspector found that the Licensee recognized, as early as November 2025, that the resident's behaviours and care requirements exceeded the home's capacity and that ongoing safety risks could not be safely managed within the residence. Despite this recognition, the Licensee did not provide the substitute decision-maker with clear, structured, and documented information regarding appropriate alternative care settings, such as long-term care homes with behavioural supports, specialized mental health placements, or other suitable accommodations. Consequently, the Licensee's actions demonstrate a failure to provide the resident or the resident's substitute decision-maker with information about other alternatives to living in the retirement home and information about admission to a long-term care home as defined in the Fixing Long-Term Care Act, 2021

Outcome

The Licensee must take 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.

The Licensee failed to comply with the RHA s. 63. (3); Information about alternatives to a retirement home

s. 63. (3); Information about alternatives to a retirement home

63. (3) If an assessment undertaken under subsection 62 (1) or (12) indicates that a resident meets one or more of the prescribed criteria, the licensee shall,

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

s. 63. (3), (a)

(a) provide the resident or the resident's substitute decision-maker with information about other alternatives to living in the retirement home and information about admission to a long-term care home as defined in the Long-Term Care Homes Act, 2007;

The Licensee failed to comply with the RHA s. 67. (1); Protection against abuse and neglect

s. 67. (1); Protection against abuse and neglect

67. (1) Every licensee of a retirement home shall protect residents of the home from abuse by anyone.

The Licensee failed to comply with the O. Reg. 166/11 s. 49. (1); Alternatives to a retirement home

s. 49. (1); Alternatives to a retirement home

49. (1) For the purposes of subsection 63 (3) of the Act, the licensee of a retirement home shall provide a resident with information about alternatives to living in the home if,

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

s. 49. (1), (a)

(a) has given the Registrar a transition plan that complies with the prescribed requirements, at least the prescribed number of days before the home ceases to be operated as a retirement home;

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
<i>Antonette Whitley-Scott</i>	February 2, 2026