

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

| Inspection Information   |   |
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| <b>Date of Inspection:</b> January 13, 2026                      | <b>Name of Inspector:</b> Douglas Crust |
| <b>Inspection Type:</b> Responsive Inspection – Mandatory Report |   |
| <b>Licensee:</b> ACC-002729 - WC Operating (Ontario-1) LP        |   |
| <b>Retirement Home:</b> King Gardens                             |   |
| <b>License Number:</b> T0422                                     |   |

#### 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-8070-Behaviour Management****RHRA Inspector Findings**

A report was made to RHRA regarding an allegation of improper or incompetent treatment or care of a resident. As part of the inspection in response to the allegation, the inspector interviewed staff and a resident, reviewed the resident's care files, and reviewed the Licensee's behaviour management strategy. The inspector found that the resident began to demonstrate behaviours within days of his move-in date. However, the Licensee failed to promptly implement their behaviour management strategy by reassessing the resident and implementing strategies and techniques to address the behaviours as well as implement a specific monitoring system, as required under the legislation. The Licensee failed to promptly implement their behaviour management strategy for a resident who demonstrated behaviours.

**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-8361-Plan of care and assessment****RHRA Inspector Findings**

A report was made to RHRA which included multiple allegations relating to the care and safety of residents. As part of the inspection in response to the report, the inspector interviewed staff and reviewed a number of resident health care records. The evidence demonstrated that the plan of care for one resident was not based on an assessment of the needs of the resident related to swallowing. For two other residents, their plans of care were not promptly reviewed and revised when their care needs changed. For three residents, the evidence provided failed to demonstrate that interdisciplinary care conferences took place as part of the development of the residents' plans of care. The Licensee failed to base the plan of care on the assessed needs of one resident, failed to promptly review and revise plans of care for two others when their care needs changed and failed to hold interdisciplinary care conferences for three residents, as required.

**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;

#### **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 O. Reg. 166/11 s. 23. (1); Behaviour management**

##### **s. 23. (1); Behaviour management**

23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

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

###### **s. 23. (1), (a)**

(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;

###### **s. 23. (1), (b)**

(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;

###### **s. 23. (1), (c)**

(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

#### **The Licensee failed to comply with the O. Reg. 166/11 s. 47. (5); Development of plan of care**

##### **s. 47. (5); Development of plan of care**

47. (5) If an assessment of a resident indicates that the resident's care needs may include dementia care, skin and wound care or the use of a personal assistance services device, the licensee shall ensure that an interdisciplinary care conference is held as part of the development of the resident's plan of care and that the resident's plan of care takes into account the results of the care conference.

### **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>.

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| Signature of Inspector<br> | Date<br>February 10, 2026 |
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