

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

Inspection Information	
Date of Inspection: 2026-01-20	Name of Inspector: Tej Kathirvel, RPN
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-003243 - 10592293 Canada Corporation	
Retirement Home: Hillside Haven	
License Number: T0553	

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-8103-Infection prevention and control

RHRA Inspector Findings

A report was made to the RHRA outlining several concerns, which included an inadequate response to an outbreak. In response, an inspection was conducted during which relevant policies and procedures were reviewed, along with relevant infection control documentation and staff interviews. The inspection confirmed that the home experienced an outbreak beginning December 30, 2025, which was not promptly reported to the local public health unit. Evidence also indicated that residents were exhibiting symptoms prior to the identified outbreak start date, and that outbreak signage was not posted in a timely manner. In addition, the inspector found that the home did not have an established communication system to notify residents and families of the outbreak. The Licensee failed to ensure compliance with all outbreak management and notification requirements.

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-8104-Security and safety

RHRA Inspector Findings

A report was made to the RHRA outlining several concerns, which included a resident storing and cutting master keys to all suites. In response, an inspection was conducted during which relevant policies and procedures were reviewed, along with relevant resident health files and staff interviews. The inspection confirmed that a resident, who was a certified locksmith, was requested by the home's management to cut duplicate keys for all suites. While there was no evidence that the resident misused or retained the keys after completion, providing a resident with unrestricted access to all suite keys represented a significant breach of privacy and security protocols. In addition, a review of the resident's plan of care revealed that it was not updated within the required reassessment period and lacked sufficient detail to adequately guide staff in supporting their care needs. The Licensee failed to ensure that resident care documentation practices met legislative and best practice standards.

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-8105-Medication Administration

RHRA Inspector Findings

A report was made to the RHRA outlining several concerns, which included issues related to medication administration. In response, an inspection was conducted during which relevant policies and procedures were reviewed, along with relevant medication administration records, medication error reports and staff interviews. The inspection confirmed gaps in the home's medication administration practices and oversight. The absence of a qualified regulated health professional resulted in insufficient supervision of the medication program. Evidence also indicated repeated issues with medication management, including instances of medications being left at residents' bedsides and incomplete or missing documentation in Medication Administration Records. While there was no evidence that staff documented residents as "sleeping" to avoid medication administration, the inspection identified

concerning lapses in record-keeping and accountability. The Licensee failed to ensure that medication management and reporting practices met required standards to maintain resident safety.

Outcome

The Licensee provided information indicating that corrective action was being taken, however, further action must be taken to achieve compliance with all areas outlined in the finding. 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,

The Licensee failed to comply with the RHA s. 62. (4); Contents of plan

s. 62. (4); Contents of plan

62. (4) The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,

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

s. 62. (4), (b)

(b) the planned care services for the resident that the licensee will provide, including,

s. 62. (4), (b), 1.

(i) the details of the services,

s. 62. (4), (b)

(b) the planned care services for the resident that the licensee will provide, including,

s. 62. (4), (b), 2.

(ii) the goals that the services are intended to achieve,

s. 62. (4), (b)

(b) the planned care services for the resident that the licensee will provide, including,

s. 62. (4), (b), 3.

(iii) clear directions to the licensee's staff who provide direct care to the resident;

The Licensee failed to comply with the O. Reg. 166/11 s. 27. (5); Infection prevention and control program

s. 27. (5); Infection prevention and control program

27. (5) The licensee of a retirement home shall ensure that,

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

s. 27. (5), (a)

(a) if an infectious disease outbreak occurs in the home, the outbreak is reported to the local medical officer of health or designate and the licensee defers to the officer or designate, as the case may be, for assistance and consultation as appropriate;

s. 27. (5), (b)

(b) if there is an increase in the number of symptomatic residents in the home, the increase is reported immediately to the local medical officer of health or designate and that the officer or designate, as the case may be, is consulted;

The Licensee failed to comply with the O. Reg. 166/11 s. 27. (6); Infection prevention and control program

s. 27. (6); Infection prevention and control program

27. (6) The licensee of a retirement home shall ensure that each resident and the resident's substitute decision-makers, if any, are given information about how to reduce the incidence of infectious disease, including the need for and method of maintaining proper hand hygiene and the need for and process of reporting infectious illness.

The Licensee failed to comply with the O. Reg. 166/11 s. 32.; Records

s. 32.; Records

32. If the licensee or a member of the staff of a retirement home administers a drug or other substance to a resident, the licensee shall ensure that,

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

s. 32. (a)

(a) the person who administered the drug or other substance prepares a written record noting the name and amount of the drug or other substance, the route of its administration and the time and date on which it was administered;

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. (d)

(d) a member of a College, as defined in the Regulated Health Professions Act, 1991, supervises the administration of the drug or other substance to the resident in the 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>Tej Kathiruel, RPN</i>	February 11, 2026