

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

Inspection Information	
Date of Inspection: February 4, 2026	Name of Inspector: Antonette Whitley-Scott
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002955 - Kenan Corporation	
Retirement Home: Riverwood Senior Living	
License Number: T0243	

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-8406-Abuse

RHRA Inspector Findings

A report was made to RHRA regarding the alleged staff-to-resident emotional abuse. As part of the inspection in response to the allegation, the inspector reviewed the Licensee's care policies and procedures, staff training records, the resident's plan of care, and interviewed relevant staff and the resident. The inspector found that the Licensee had failed to ensure that multiple requirements were complied with, including those relating to adherence to the resident's plan of care for wound management, safe mobility, and transfers. A staff member attempted to have a resident to walk independently despite an active heel wound, failed to follow required safety measures, and did not provide assistance in accordance with the plan of care. As a result, the Licensee failed to ensure that the care services outlined in the plan of care were provided to the resident as prescribed. The Licensee's inactions placed the resident at risk and failed to protect the resident from emotional abuse. Furthermore, the Licensee had reasonable grounds to suspect that a staff member of the retirement home had abused a resident, resulting in actual or potential harm, yet failed to report the suspicion and the supporting information to the Registrar.

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-8407-Neglect

RHRA Inspector Findings

A report was made to RHRA regarding alleged improper or incompetent care of a resident. As part of the inspection in response to the allegation, the inspector interviewed potential witnesses and involved staff and reviewed the resident's care file. The inspector confirmed that the Licensee failed to ensure that the resident received assistance with dressing as required in her plan of care. The plan of care clearly outlined that the resident required support with dressing due to limited mobility and an active heel wound. Despite this, a staff member left the resident to dress herself at times, did not provide the required assistance, and did not follow the safety measures outlined in the plan of care. As a result, the Licensee failed to ensure that the care services set out in the plan of care were provided as prescribed. This action placed the resident at risk of physical strain, injury, and unnecessary discomfort, directly contravening the safety measures designed to protect her. Consequently, the inspector found that the Licensee failed to ensure compliance with multiple requirements, including the requirement that the licensee and staff of the home do not neglect residents. Furthermore, the Licensee had reasonable grounds to suspect that a staff member provided improper or incompetent care that resulted in actual harm or placed the resident at risk of harm, yet failed to report the suspicion and supporting information to the Registrar, 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. 67. (1); Protection against abuse and neglect

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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 RHA s. 67. (2); Same, neglect

s. 67. (2); Same, neglect

67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

The Licensee failed to comply with the RHA s. 75. (1); Reporting certain matters to Registrar

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75. (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:

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

s. 75. (1), para. 1

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.

s. 75. (1), para. 2

2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.

The Licensee failed to comply with the RHA s. 62. (10); Compliance with plan

s. 62. (10); Compliance with plan

62. (10) The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.

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 18, 2026