

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

Inspection Information	
Date of Inspection: February 10, 2026	Name of Inspector: Douglas Crust
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002729 - WC Operating (Ontario-1) LP	
Retirement Home: Kingsway	
License Number: T0423	

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-8676-Neglect

RHRA Inspector Findings

A report was made to RHRA regarding the elopement of a resident from the Home. As part of the inspection in response to the report, the inspector reviewed the Licensee's care policies and procedures, staff training records, emergency plan testing records, the resident's care file, and interviewed relevant staff. The inspector found that the Licensee failed to take appropriate steps to ensure that a resident who had shown an inclination to exit-seek from the Home was adequately protected from elopement. The resident successfully eloped and subsequently died. The Licensee's inactions jeopardized the health and safety of the resident, and the Licensee failed to protect the resident from neglect.

Outcome

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

Concern #2: CON-8677-Resident plan of care

RHRA Inspector Findings

A report was made to RHRA regarding the elopement of a resident from the Home. As part of the inspection in response to the report, the inspector reviewed the Licensee's care policies and procedures, staff training records, emergency plan testing records, the resident's care file, and interviewed relevant staff. The inspector found that plan of care for the resident was vague with respect to how staff were to respond to exit seeking by the resident. The plan of care did not provide clear details to the staff with respect to managing the resident's exit seeking tendencies. The Licensee failed to ensure that the resident's plan of care included clear directions to staff, as prescribed.

Outcome

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

Concern #3: CON-8678-Behaviour management

RHRA Inspector Findings

A report was made to RHRA regarding the elopement of a resident from the Home. As part of the inspection in response to the report, the inspector reviewed the Licensee's care policies and procedures, staff training records, emergency plan testing records, the resident's care file, and interviewed relevant staff. The inspector found that the Licensee failed to follow the requirements set out in their behaviour management strategy. Specifically, the Home failed to utilize the Behaviour Management Tracking Tool to identify patterns and trends and failed to review the findings, failed to investigate and analyze incidents of exit seeking behaviour to identify triggers, failed to engage community resources - specifically a psycho-geriatric referral, failed to engage more frequent monitoring, and failed to initiate the Behaviour Management Tracking Tool again following additional attempts to exit seek to obtain further data to facilitate a revised behaviour management strategy which would ensure the resident's safety and well-being. The Licensee failed to fully implement their behaviour management strategy.

Outcome

The Licensee submitted a plan to achieve compliance by Sun May 31, 2026. 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. (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. 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), 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. 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), (c)**

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

Retirement Homes Act, 2010:**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,

s. 62. (12), (b)

(b) the resident's care needs change or the care services set out in the plan are no longer necessary;

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 March 9, 2026
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