RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: January 20, 2026	**Name of Inspector: Melanie Leslie**
Inspection Type: Responsive Inspection – Complaint	
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-8098-Zero Tolerance of Abuse Policy

RHRA Inspector Findings

A complaint was made to the RHRA in response to visitation restrictions placed on a resident's substitute decision maker. The inspector reviewed documentation and the Licensee's policies and procedures in response to the allegation. The inspector found that the substitute decision maker did not impose any safety risk to the residents or staff of the home, however, the Licensee inappropriately communicated with them to advise they would be restricted from accessing the home and visiting with the resident. They also advised that the resident's external care providers may be restricted as well. As the resident was in hospital when this communication was provided, these restrictions were not put into practice. The Licensee was provided education on how these restrictions could constitute emotional abuse and interference with external care providers. Additionally, the Licensee's zero tolerance of abuse policy lacks definitions of abuse and neglect that align with the Retirement Homes Act and its regulations.

Outcome

The Licensee must take corrective action to achieve compliance.

Concern #2: CON-8125-Administrative Issues - Discontinuing Care Services

RHRA Inspector Findings

A complaint was made to the RHRA regarding the inappropriate discontinuation of care services for a resident by the Licensee. The inspector reviewed documentation and policies and procedures, and found that the Licensee provided an inappropriate 30-day notice to the resident that they were going to cancel care services currently used by the resident, with no reasonable justification. The inspector observed that the Licensee did not provide this discontinuation notice to all of it's residents nor did it provide sufficient notice as outlined in its agreement. The Licensee failed to comply with the written agreement that it had entered with the resident, as well as legislative requirements.

Outcome

The Licensee must take corrective action to achieve compliance.

Concern #3: CON-8126-Complaints procedure

RHRA Inspector Findings

A complaint was made to the RHRA regarding the lack of response by the Licensee over concerns raised by a resident's substitute decision maker, regarding care to the resident. The inspector reviewed the home's complaints records and the policy. The inspector found that the Licensee did not follow any of the required steps upon receiving the complaint, including documenting, investigating, providing a resolution and allowing the complainant to respond. The Licensee failed to comply with the requirements in their policy and the legislation regarding complaints about the home.

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. (5); Contents

s. 67. (5); Contents
67. (5) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,

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

s. 67. (5), (a)
(a) clearly set out what constitutes abuse and neglect;

The Licensee failed to comply with the RHA s. 44. (1); Reduction in care services

s. 44. (1); Reduction in care services
44. (1) A licensee of a retirement home shall not reduce the care services that the licensee makes available in the home, directly or indirectly, to the residents unless the licensee,

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

s. 44. (1), (a)
(a) has delivered directly to each resident a written notice indicating the date the reduction will take effect, at least the prescribed number of days before the reduction takes effect;

s. 44. (1), (b)
(b) has given the substitute decision-maker, if any, of each resident the written notice described in clause (a);

s. 44. (1), (c)
(c) if a resident indicates that he or she is going to continue to reside in the home, has taken reasonable steps to facilitate the resident's access to any external care providers that the resident needs;

The Licensee failed to comply with the O. Reg. 166/11 s. 59. (2); Procedure for complaints to licensee

s. 59. (2); Procedure for complaints to licensee
59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,

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

s. 59. (2), (a)
(a) the nature of each verbal or written complaint;

s. 59. (2), (b)
(b) the date that the complaint was received;

s. 59. (2), (c)
(c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;

s. 59. (2), (d)
(d) the final resolution, if any, of the complaint;

s. 59. (2), (e)
(e) every date on which any response was provided to the complainant and a description of the response;

s. 59. (2), (f)
(f) any response made in turn by the complainant.

The Licensee failed to comply with the O. Reg. 166/11 s. 56. (3); Format and retention of records

s. 56. (3); Format and retention of records
56. (3) The licensee shall ensure that each of the records is kept in a readable and useable format that allows a complete copy of the record to be readily produced.

The Licensee failed to comply with the O. Reg. 166/11 s. 59. (1); Procedure for complaints to licensee

s. 59. (1); Procedure for complaints to licensee
59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

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

s. 59. (1), para. 1
1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.

s. 59. (1), para. 2
2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.

s. 59. (1), para. 3
3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.

s. 59. (1), para. 4
4. A response shall be made to the person who made the complaint, indicating,

s. 59. (1), para. 4, 1.
i. what the licensee has done to resolve the complaint,

s. 59. (1), para. 4
4. A response shall be made to the person who made the complaint, indicating,

s. 59. (1), para. 4, 2.
ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.

The Licensee failed to comply with the O. Reg. 166/11 s. 6; Reduction in care services

s. 6; Reduction in care services
6. For the purposes of subsection 44 (1) of the Act, the licensee of a retirement home shall, at least 90 days before the reduction in care services takes effect, deliver the written notice mentioned in clause 44 (1) (a) of the Act directly to each resident and give the notice to the resident's substitute decision-makers, 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
Melanie Leslie	March 30, 2026