

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

Inspection Information	
Date of Inspection: March 20, 2026	Name of Inspector: Tania Buko
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-010272 - Conestoga Retirement Inc.	
Retirement Home: Conestoga Lodge Retirement Residence	
License Number: S01994	

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-8941-Abuse**RHRA Inspector Findings**

The Licensee reported to RHRA that an incident of resident financial abuse had occurred. As part of the inspection in response to the allegation, the Inspector reviewed the Licensee's relevant policies and procedures, staff training records, resident care file and interviewed relevant staff. The Inspector found that the Licensee had initiated their zero tolerance of abuse and neglect policy but failed to follow the requirements in the legislation regarding the notification of the resident's substitute decision maker. In addition, the Inspector found the Licensee's zero tolerance of abuse and neglect policy was non-compliant in several areas. Specifically, the policy is missing or is not fully compliant in the following areas:

- A program to prevent abuse and neglect and strategies to prevent abuse/neglect;
- Information regarding training/retraining on the relationship between power imbalances between staff and residents and the potential for abuse/neglect by those in position of trust power in responsibility for resident care;
- Training/retraining on situations that may lead to abuse and neglect and how to avoid such situations;
- An explanation of the prohibition of borrowing or receiving or holding a resident's money or other property.
- Procedure to deal with persons who have abused/neglected residents;
- Consequences for those who abuse or neglect residents;
- Steps to ensure that the resident's substitute decision-maker if any and any person specified by the resident are notified immediately upon the licensee becoming aware of an alleged suspected or witnessed incident of abuse or neglect that has resulted in physical injury or pain to a resident or that causes distress to her resident that could potentially be detrimental to her residence health or well-being and are notified within 12 hours upon the licensee becoming aware of any other alleged suspected or witness incident of abuse or neglect of a resident;
- Steps to ensure that the resident and the residents substitute decision makers if any are notified of the results of the investigation immediately upon the completion of the investigation;

Additionally, the policy did not provide that:

- At least once in every calendar year in the evaluation is made to determine the effectiveness of the policy and what changes and improvements are required to prevent further or occurrences of abuse and neglect of residents;
- The changes and improvements mentioned and the yearly analysis are promptly implemented; and,
- The date that the changes and improvements were implemented is promptly prepared.

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. 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), (c)

(c) provide for a program for preventing abuse and neglect;

s. 67. (5), (f)

(f) set out the consequences for those who abuse or neglect residents;

The Licensee failed to comply with the RHA s. 67. (4); Policy to promote zero tolerance**s. 67. (4); Policy to promote zero tolerance**

67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.

The Licensee failed to comply with the O. Reg. 166/11 s. 15. (1); Policy of zero tolerance of abuse and neglect**s. 15. (1); Policy of zero tolerance of abuse and neglect**

15. (1) The program for preventing abuse and neglect described in clause 67 (5) (c) of the Act shall entail training and retraining requirements for all staff of the retirement home, including,

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

s. 15. (1), (a)

(a) training on the relationship between power imbalances between staff and residents and the potential for abuse and neglect by those in a position of trust, power and responsibility for resident care;

s. 15. (1), (b)

(b) situations that may lead to abuse and neglect and how to avoid such situations.

The Licensee failed to comply with the O. Reg. 166/11 s. 15. (3); Policy of zero tolerance of abuse and neglect

s. 15. (3); Policy of zero tolerance of abuse and neglect

15. (3) The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,

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

s. 15. (3), (a.1)

(a.1) contain an explanation of the prohibition on borrowing, receiving or holding a resident's money or other property, as set out in section 57.1;

s. 15. (3), (b)

(b) contain procedures and interventions to deal with persons who have abused or neglected or allegedly abused or neglected residents, as appropriate;

s. 15. (3), (d)

(d) subject to subsection (4), provide that the licensee of the retirement home shall ensure that the resident's substitute decision-makers, if any, and any other person specified by the resident,

s. 15. (3), (d), 1.

(i) are notified immediately upon the licensee becoming aware of an alleged, suspected or witnessed incident of abuse or neglect of a resident that has resulted in a physical injury or pain to a resident or that causes distress to a resident that could potentially be detrimental to a resident's health or well-being,

s. 15. (3), (d)

(d) subject to subsection (4), provide that the licensee of the retirement home shall ensure that the resident's substitute decision-makers, if any, and any other person specified by the resident,

s. 15. (3), (d), 2.

(ii) are notified within 12 hours upon the licensee becoming aware of any other alleged, suspected or witnessed incident of abuse or neglect of a resident;

s. 15. (3), (e)

(e) subject to subsection (4), provide that the licensee of the retirement home shall ensure that the resident and the resident's substitute decision-makers, if any, are notified of the results of an investigation described in clause 67 (5) (e) of the Act immediately upon the completion of the investigation;

s. 15. (3), (g)

(g) provide that the licensee of the retirement home shall ensure that,

s. 15. (3), (g), 2.

(ii) at least once in every calendar year, an evaluation is made to determine the effectiveness of the policy and what changes and improvements are required to prevent further occurrences of abuse and neglect of residents,

s. 15. (3), (g)

(g) provide that the licensee of the retirement home shall ensure that,

s. 15. (3), (g), 4.

(iv) the changes and improvements mentioned in subclause (ii) are promptly implemented,

s. 15. (3), (g)

(g) provide that the licensee of the retirement home shall ensure that,

s. 15. (3), (g), 5.

(v) a written record of everything provided for in subclauses (ii) and (iv) and the date of the evaluation, the names of the persons who participated in the evaluation and the date that the changes and improvements were implemented is promptly prepared.

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>Tania Buko</i>	May 11, 2026