

## FINAL INSPECTION REPORT

### Under the *Retirement Homes Act, 2010*

| Inspection Information                                           |                                                   |
|------------------------------------------------------------------|---------------------------------------------------|
| <b>Date of Inspection:</b> May 1, 2026                           | <b>Name of Inspector:</b> Antonette Whitley-Scott |
| <b>Inspection Type:</b> Responsive Inspection – Mandatory Report |                                                   |
| <b>Licensee:</b> ACC-010415 - WC OPERATING (IVY ONTARIO) LP      |                                                   |
| <b>Retirement Home:</b> Amica Credit Mills                       |                                                   |
| <b>License Number:</b> T02085                                    |                                                   |

#### 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-9587-Improper or Incompetent Treatment or Care**

##### **RHRA Inspector Findings**

A report was made to the RHRA regarding alleged improper/incompetent care of a resident. As part of the inspection, the Inspector interviewed relevant witnesses and reviewed the resident's care file, including the plan of care, incident reports, and progress notes. The Inspector found that staff did not complete the required overnight safety checks and monitoring for the resident as outlined in the plan of care, which required checks every two hours during the night to prevent falls and ensure safety. The inspection also found that staff were not consistently advised at the beginning of the shift regarding the resident's heightened monitoring needs related to dementia, Parkinson's disease, and fall risk behaviours. The Inspector confirmed that the Licensee failed to 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. The Inspector further found that the Licensee failed to ensure that all staff who provide care services to residents are advised at the beginning of every shift of each resident whose behaviours require heightened monitoring because those behaviours pose a risk to the resident or others in the home. In addition, the inspection found that the resident was receiving services under the home's dementia care program; however, the required monitoring and supervision interventions were not consistently implemented. As such, the Inspector found that the Licensee failed to ensure that the dementia care program was implemented in accordance with evidence-based and prevailing practices intended to support resident safety and ongoing monitoring.

##### **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. 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.

**The Licensee failed to comply with the O. Reg. 166/11 s. 41. (3); Dementia care program**

**s. 41. (3); Dementia care program**

41. (3) The program shall be developed and implemented in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices.

**The Licensee failed to comply with the O. Reg. 166/11 s. 23. (2); Behaviour management**

**s. 23. (2); Behaviour management**

23. (2) The licensee shall ensure that all staff who provide care services to residents are advised at the beginning of every shift of each resident whose behaviours require heightened monitoring because those behaviours 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.*

**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>.

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|--------------------------------|--------------|
| Signature of Inspector         | Date         |
| <i>Antonette Whitley-Scott</i> | May 25, 2026 |