RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: May 5, 2026	**Name of Inspector: Sarah Bradshaw**
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-003243 - 10592293 Canada Corporation	
Retirement Home: Hillside Haven	
License Number: T0553	

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-9658-Abuse

RHRA Inspector Findings
A report was made to RHRA regarding alleged abuse of a resident. The inspector found evidence through interviews with witnesses that an incident of staff-to-resident abuse had been reported to the home and had not been investigated. The Licensee failed to ensure that every alleged, suspected or witnessed incident of abuse that is reported to the licensee is immediately investigated.

Outcome
The Licensee must take corrective action to achieve compliance.

Concern #2: CON-9755-Improper or Incompetent Treatment or Care

RHRA Inspector Findings
A report was made to RHRA regarding suspected improper care of a resident. As part of the inspection in response to the report, the inspector reviewed records relating to the resident and interviewed the resident and staff members. The inspector found that the resident did not have an interdisciplinary care conference as prescribed for residents who have identified care needs that include dementia care, skin and wound care and/or the use of a personal assistance services device. Further, the inspector confirmed that the resident's care needs included skin and wound care, but there was no evidence that the full assessment is conducted by a Regulated Health Professional. The Licensee failed to ensure that the assessment and development of the plan of care was completed as required.

Outcome
The Licensee must take corrective action to achieve compliance.

Concern #3: CON-9756-Medication Administration

RHRA Inspector Findings
As part of the inspection in response to the report received, the inspector reviewed records including medication administration records for the residents and confirmed that medications had been administered by a staff member who has not received training in the procedures applicable to the administration of the drug or ways of reducing the incidence of infectious disease, including maintaining proper hand hygiene, the safe disposal of syringes and other sharps, and recognizing an adverse drug reaction and taking appropriate action. Further, the inspector found that medications were administered to residents by someone other than a staff member or the Licensee at a different time that day. Additionally, the medication administration records were not completed for the date related to the inspection. The Licensee failed to ensure that the person who administered the drug or other substance prepared a written record noting the name and amount of the drug or other substance, the route of its administration and the time and date on which it was administered as well as, the Licensee failed to ensure that staff members were trained in medication administration as required.

Outcome
The Licensee must take corrective action to achieve compliance.

Concern #4: CON-9758-Staff Training

RHRA Inspector Findings
As part of the inspection in response to the allegation, the inspector reviewed staff training records and found that a new staff member was working in the home without training in Prevention of Resident Abuse, Restraints and Personal Assistance Services Devices, and the Licensee's Complaints Process. The Licensee failed to ensure that staff were trained as required.

Outcome
The Licensee must take corrective action to achieve compliance.

Concern #5: CON-9759-Building/Maintenance

RHRA Inspector Findings
While conducting this inspection, the inspector made a finding unrelated to the purpose of the inspection. The inspector observed hazardous substances such as cleaning chemicals, were left unattended and accessible to residents in the home. The Licensee failed to ensure all hazardous substances were inaccessible to residents at all times.

Outcome
The Licensee must take corrective action to achieve compliance.

Concern #6: CON-9760-Administrative Issues

RHRA Inspector Findings
While conducting this inspection, the inspector made a finding unrelated to the purpose of the inspection. The inspector observed there were no daily or weekly menus available for residents. The inspector found that one of the services the Licensee provides is the provision of a meal, but the Licensee failed to ensure that the resident is informed of his or her daily and weekly menu options.

Outcome
The Licensee must take corrective action to achieve compliance.

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. 65. (2); Training

s. 65. (2); Training
65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

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

s. 65. (2), (b)
(b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;

s. 65. (2), (d)
(d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;

The Licensee failed to comply with the RHA s. 74.; Licensee's duty to respond to incidents of wrongdoing

s. 74.; Licensee's duty to respond to incidents of wrongdoing
74. Every licensee of a retirement home shall ensure that,

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

s. 74. (a)
(a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated:

s. 74. (a), 1.
(i) abuse of a resident of the home by anyone,

The Licensee failed to comply with the RHA s. 62. (6); Assessment of resident

s. 62. (6); Assessment of resident
62. (6) The licensee shall ensure that the plan of care is based on an assessment of the resident and the needs and preferences of the resident.

The Licensee failed to comply with the O. Reg. 166/11 s. 29.; Administration of drugs or other substances

s. 29.; Administration of drugs or other substances
29. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the administration of a drug or other substance, the licensee shall ensure that,

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

s. 29. (c)
(c) neither the licensee nor a staff member administers a drug to a resident in the home unless the licensee or the staff member has received training in the procedures applicable to the administration of the drug;

s. 29. (e)
(e) if the licensee or a staff member is involved in the administration of the drug or other substance at the home, that the licensee or staff member is trained in,

s. 29. (e), 1.
(i) ways of reducing the incidence of infectious disease, including maintaining proper hand hygiene,

s. 29. (e)
(e) if the licensee or a staff member is involved in the administration of the drug or other substance at the home, that the licensee or staff member is trained in,

s. 29. (e), 2.
(ii) the safe disposal of syringes and other sharps,

s. 29. (e)
(e) if the licensee or a staff member is involved in the administration of the drug or other substance at the home, that the licensee or staff member is trained in,

s. 29. (e), 3.
(iii) recognizing an adverse drug reaction and taking appropriate action;

s. 29. (f)
(f) no drug is administered by a volunteer.

The Licensee failed to comply with the O. Reg. 166/11 s. 21. (2); Hazardous substances

s. 21. (2); Hazardous substances
21. (2) Every licensee of a retirement home shall ensure that all hazardous substances used by staff of the home or under their control are labelled properly and are kept inaccessible to residents at all times.

The Licensee failed to comply with the O. Reg. 166/11 s. 32.; Records

s. 32.; Records
32. If the licensee or a member of the staff of a retirement home administers a drug or other substance to a resident, the licensee shall ensure that,

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

s. 32. (a)
(a) the person who administered the drug or other substance prepares a written record noting the name and amount of the drug or other substance, the route of its administration and the time and date on which it was administered;

The Licensee failed to comply with the O. Reg. 166/11 s. 47. (5); Development of plan of care

s. 47. (5); Development of plan of care
47. (5) If an assessment of a resident indicates that the resident's care needs may include dementia care, skin and wound care or the use of a personal assistance services device, the licensee shall ensure that an interdisciplinary care conference is held as part of the development of the resident's plan of care and that the resident's plan of care takes into account the results of the care conference.

The Licensee failed to comply with the O. Reg. 166/11 s. 44. (3); Full assessment of care needs

s. 44. (3); Full assessment of care needs
44. (3) If a licensee or a staff member of a retirement home has reason to believe that a resident's care needs may include dementia care, skin and wound care, or the use of a personal assistance services device, the licensee shall ensure that the full assessment is,

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

s. 44. (3), (a)
(a) conducted by a member of a College, as defined in the Regulated Health Professions Act, 1991;

The Licensee failed to comply with the O. Reg. 166/11 s. 40.; Provision of a meal

s. 40.; Provision of a meal
40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,

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

s. 40. (g)
(g) the resident is informed of his or her daily and weekly menu options;

The Licensee failed to comply with the O. Reg. 166/11 s. 14. (1); Staff training

s. 14. (1); Staff training
14. (1) For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.

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
Sarah Bradshaw	May 29, 2026