

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: March 30, 2026	Name of Inspector: Melanie Leslie
Inspection Type: Responsive Inspection – Complaint	
Licensee: ACC-002761 - Lifetimes Limited Partnership	
Retirement Home: The Millwood	
License Number: T0390	

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-8848-Improper or Incompetent Treatment or Care – Provision of a Meal

RHRA Inspector Findings

A complaint was filed to the RHRA regarding concerns that the licensee was not providing nutritious and appetizing meals to a resident with dietary restrictions which resulted in a significant weight loss. The inspector interviewed relevant staff, reviewed resident health records and observed resident meals who required a specialty diet. Although the inspector determined that the Licensee was providing supportive dietary meals, it did not have a proper tool in place to track the resident's weight monthly, as outlined in the plan of care. Further, the plan of care did not include the accurate dietary restrictions of the resident. The Licensee failed to ensure that the resident's plan of care included the required information and proper tools were in place to track resident vitals.

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.

Concern #2: CON-8850-Improper or Incompetent Treatment or Care- Call bells

RHRA Inspector Findings

A complaint was made to the RHRA regarding resident wait times for staff to respond to an activated call bell for assistance. The inspector interviewed staff and reviewed relevant documentation and observed multiple dates of excessive wait times for the resident once activating their call bell - including at least 20 instances where the resident waited for 1-2 hours. The resident had serious health issues and prolonged wait times put the resident at risk. As a result, 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 advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or by inspection.

Concern #3: CON-8851-Improper or Incompetent Treatment or Care – Continence Care

RHRA Inspector Findings

A complaint was made to the RHRA regarding infrequent assistance with continence care causing related health concerns for a resident. The inspector interviewed relevant individuals, reviewed resident health files and staff documentation. The inspector found that the home was not consistently documenting the completed task of providing continence care. The Licensee failed to provide evidence that a toileting program was in place to promote continence as outlined in their policy.

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.

Concern #4: CON-8859-Improper or Incompetent Treatment or Care- Hoyer Lift

RHRA Inspector Findings

The RHRA received a complaint regarding staff training for using a mechanical lift to safely transfer a resident. The inspector interviewed relevant staff and observed staff training documents along with

resident health files. The Inspector observed that staff, although trained through multiple resources, were not properly conducting a safe transfer risk assessment prior to transferring the resident resulting in two mechanical lift related injuries to the resident. The Licensee failed to ensure staff were following safe transfer procedures as outlined in their policy.

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.

Concern #5: CON-9107-Abuse

RHRA Inspector Findings

The RHRA received a complaint regarding missing jewellery of a resident. The inspector interviewed staff and reviewed relevant documentation and observed that the home did not conduct a thorough investigation including interviewing staff and the resident, completing mandatory reporting, and gathering information to provide a conclusion to the resident regarding the allegation of financial abuse. The Licensee did not ensure their zero tolerance of abuse policy was complied with fully.

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 RHA s. 62. (6); Assessment of resident

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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 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. 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. 39.; Assistance with ambulation

s. 39.; Assistance with ambulation

39. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with ambulation, the licensee shall ensure that,

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

s. 39. (a)

(a) staff use safe transferring and positioning devices or techniques when assisting the resident;

The Licensee failed to comply with the O. Reg. 166/11 s. 36. (1); Continence care

s. 36. (1); Continence care

36. (1) If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is continence care, the licensee shall establish a continence care program that includes,

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

s. 36. (1), (c)

(c) toileting programs;

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 <i>Melanie Leslie</i>	Date June 16, 2026
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