

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: July 24, 2026	Name of Inspector: Antonette Whitley-Scott
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-010415 - WC OPERATING (IVY ONTARIO) LP	
Retirement Home: Amica Credit Mills	
License Number: 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-10859-Abuse

RHRA Inspector Findings

A report was made to RHRA regarding alleged abuse and improper/incompetent care of a resident. As part of the inspection in response to the allegation, the inspector interviewed potential witnesses and involved staff, including the resident's substitute decision-maker, and reviewed the resident's care file, photographs, the Licensee's investigation records, staff training records, and applicable policies. The inspector confirmed that the Licensee failed to protect the resident from abuse by anyone when a staff member tightly held the resident's hands and arms during the provision of continence care, resulting in significant bruising to both forearms. The Licensee also failed to ensure that its policy to promote zero tolerance of abuse and neglect of residents was complied with, as the staff member did not report the harm caused to the resident and the nurse on duty did not escalate the suspected abuse after becoming aware of the resident's injuries. Additionally, the Licensee failed to immediately report to the Registrar the suspicion and information upon which it was based, despite having reasonable grounds to suspect improper or incompetent treatment or care of the resident that resulted in harm or a risk of harm.

Outcome

The Licensee submitted a plan to achieve compliance by Thu Aug 27 2026. RHRA to confirm compliance by following up with the Licensee or by inspection.

Concern #2: CON-10860-Improper or Incompetent Treatment or Care

RHRA Inspector Findings

A report was made to RHRA regarding alleged improper/incompetent care of a resident. As part of the inspection, the inspector interviewed involved staff and reviewed the resident's care records, Plan of Care, and relevant documentation. The inspector confirmed that the Licensee failed to provide care in accordance with the resident's Plan of Care when staff did not follow the identified strategies for managing the resident's responsive behaviours during continence care, resulting in significant bruising to both forearms. The Licensee also failed to protect the resident from abuse and failed to comply with the Dementia Care Program requirements by not implementing the identified strategies for addressing the resident's responsive behaviours.

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. 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. 67. (1); Protection against abuse and neglect

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67. (1) Every licensee of a retirement home shall protect residents of the home from abuse by anyone.

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

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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 RHA s. 75. (1); Reporting certain matters to Registrar

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75. (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:

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

s. 75. (1), para. 1

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.

The Licensee failed to comply with the O. Reg. 166/11 s. 41. (2); Dementia care program

s. 41. (2); Dementia care program

41. (2) The program shall include,

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

s. 41. (2), (e)

(e) strategies for identifying and addressing triggers for responsive behaviours if the resident exhibits responsive behaviours.

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>Antonette Whitley-Scott</i>	August 18, 2026