

## FINAL INSPECTION REPORT

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

| Inspection Information                                           |                                          |
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| <b>Date of Inspection:</b> August 12, 2026                       | <b>Name of Inspector:</b> Sarah Bradshaw |
| <b>Inspection Type:</b> Responsive Inspection – Mandatory Report |                                          |
| <b>Licensee:</b> ACC-002511 - Lev Senior Living Inc.             |                                          |
| <b>Retirement Home:</b> Aberdeen Gardens Retirement Residence    |                                          |
| <b>License Number:</b> S0079                                     |                                          |

#### 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-11070-Abuse**

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

A report was made to RHRA regarding allegations of resident-to-resident abuse. As part of the inspection, the inspector interviewed witnesses, reviewed both residents' plans of care, and the Licensee's Behaviour Management and Prevention of Resident Abuse policies. The inspector found that one resident had a documented history of behaviours that posed a risk to others; however, the Licensee failed to implement behaviour management strategies, interventions, and monitoring measures as outlined in its policy. Although the resident's plan of care required hourly safety checks, a review of the records demonstrated that these checks were not completed consistently. The inspector also found that the Licensee was unable to demonstrate that current plans of care had been approved by the substitute decision-maker. Further, the Licensee failed to follow its Prevention of Resident Abuse policy by not immediately notifying the substitute decision-maker of incidents of alleged abuse and by failing to investigate all reported incidents of resident-to-resident abuse. Despite evidence of repeated incidents of abuse, the Licensee did not implement effective interventions to mitigate the risk and failed to adequately protect the resident from further harm.

##### **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. 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 RHA s. 67. (1); Protection against abuse and neglect**

##### **s. 67. (1); Protection against abuse and neglect**

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. 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. (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. 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.

**The Licensee failed to comply with the O. Reg. 166/11 s. 23. (1); Behaviour management**

**s. 23. (1); Behaviour management**

23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

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

**s. 23. (1), (a)**

(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;

**s. 23. (1), (b)**

(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;

**s. 23. (1), (c)**

(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

**s. 23. (1), (d)**

(d) protocols for how staff and volunteers shall report and be informed of resident behaviours that 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<br><i>Sarah Bradshaw</i> | Date<br>September 15, 2026 |
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