

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: August 21, 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-11301-Administrative issues

RHRA Inspector Findings

A report was made to the RHRA regarding alleged incidents of improper treatment of a resident. During the inspection, the inspector found that the Licensee failed to ensure that at least one person involved in preparing the food held a current certificate in food handler training from a local board of health or an agency of the board of health. Additionally, the Licensee failed ensure to the resident is informed of his or her daily and weekly menu options.

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-11303-Building/maintenance

RHRA Inspector Findings

A report was made to RHRA that a resident had a fall in a common area of the home due to broken equipment. The inspector interviewed witnesses and reviewed the Licensee's falls strategy and documentation relating to the fall. The inspector found that the Licensee had not taken timely and appropriate responses to the fall, and that there was no maintenance program in place to ensure that the building was maintained in good repair.

Outcome

The Licensee must take corrective action to achieve compliance.

Concern #3: CON-11305-Resident Record, assessment, Plan of Care

RHRA Inspector Findings

A report was made to RHRA regarding suspected improper treatment residents. As a part of the inspection in response to the report, the inspector reviewed a sample of resident records. The inspector confirmed that the Licensee failed to ensure that the initial assessment completed considered the risk of falls, risk of harm to self or others, risk of wandering, behaviours and physical and mental health of a resident. Additionally, the inspector confirmed that the Licensee failed to ensure one resident was given the opportunity to participate in the development of their plan of care, and that the plan of care was based on the assessment of the resident. Furthermore, the inspector confirmed that the Licensee failed to develop a plan of care nor a behaviour management strategy that contained techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home as well as strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home for one resident.

Outcome

The Licensee must take corrective action to achieve compliance.

Concern #4: CON-11529-Medication Storage

RHRA Inspector Findings

While conducting this inspection, the inspector made a finding unrelated to the purpose of the

inspection. The inspector observed staff leaving medications unattended and unsecured during a medication administration pass. The Licensee failed to ensure that medications remained locked and secured as required.

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. (5); Involvement of resident, etc.

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62. (5) The licensee shall ensure that the resident, the resident's substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate in the development, implementation and reviews of the resident's plan of care.

The Licensee failed to comply with the RHA s. 62. (1); Plan of care

s. 62. (1); Plan of care

62. (1) When a resident commences his or her residency in a retirement home, the licensee shall, within the prescribed times, ensure that the resident is assessed and that a plan of care is developed based on the assessment and in accordance with this section and the regulations.

The Licensee failed to comply with the O. Reg. 166/11 s. 20. (4); Food preparation

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20. (4) The licensee shall ensure that whenever food is prepared in the retirement home, at least one person involved in preparing the food holds a current certificate in food handling from the local public health unit or has recently successfully completed a food handling training program equivalent to that offered by public health units.

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

s. 20. (4), (a)

(a) holds a current certificate in food handler training from a local board of health or an agency of the board of health;

The Licensee failed to comply with the O. Reg. 166/11 s. 22. (2); Risk of falls

s. 22. (2); Risk of falls

22. (2) If a resident of a retirement home falls in a common area of the home or while being assisted by the licensee or staff, the licensee shall ensure that,

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

s. 22. (2), (a)

(a) there is a timely and appropriate response to the fall;

The Licensee failed to comply with the O. Reg. 166/11 s. 19. (1); Maintenance

s. 19. (1); Maintenance

19. (1) Every licensee of a retirement home shall ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.

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;

The Licensee failed to comply with the O. Reg. 166/11 s. 30.; Storage of drugs or other substances

s. 30.; Storage of drugs or other substances

30. If drugs or other substances are stored in a retirement home on behalf of a resident, the licensee of the home shall ensure that,

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

s. 30. (a)

(a) the drugs or other substances are stored in an area or a medication cart that,

s. 30. (a), 2.

(ii) is locked and secure,

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;

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>Sarah Bradshaw</i>	Date September 17, 2026
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