

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

Inspection Information	
Date of Inspection: May 1 and 2, 2014	Name of Inspector: Michael Hickey
Inspection Type: Routine Inspection	
Licensee: Village Care Holdings Inc. & Manorcare Holdings Inc./ 518 Queens Avenue, London, ON N6B 1Y7 (the "Licensee")	
Retirement Home: Queens Village for Seniors / 518 Queens Avenue, London, ON N6B 1Y7 (the "home")	
Licence Number: S0173	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs. The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records.</p> <p>Specifically, the Licensee failed to comply with the following subsections:</p> <p><u>s. 43. (1)</u> Subject to section 45, no later than two days after a resident commences residency in a retirement home, the licensee of the home shall ensure that an initial assessment of the resident's immediate care needs is conducted.</p> <p>(2) The initial assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:</p> <ol style="list-style-type: none"> 1. Continence. 2. Presence of infectious diseases. 3. Risk of falling. 4. Known allergies. 5. Dietary needs including known food restrictions. 6. Cognitive ability. 7. Risk of harm to self and to others. 8. Risk of wandering. 9. Needs related to drugs and other substances. <p><u>s. 55. (1)</u> The licensee of a retirement home shall keep a record for each resident of the home that complies with the requirements of this section.</p> <p>(2) The record for each resident shall include,</p> <ol style="list-style-type: none"> (b) if the resident was assessed for the purposes of developing the resident's plan of care, documentation of when the resident was assessed and by whom.

Inspection Finding

Routine inspection of resident files indicated that required information relating to matters as prescribed by s. 43 (2) of the Regulation could not be found within the records of the residents. Dates demonstrating compliance with the initial assessment of care needs of new residents were not recorded as required.

Outcome

Corrective action taken.

2. The Licensee failed to comply with RHA, S.O. 2010, c. 11, s. 72; Trust for resident's money.

Specifically, the Licensee failed to comply with the following section:

s. 72 If money is entrusted to the care of a licensee of a retirement home on behalf of a resident of the home, the licensee shall establish a trust account for the money in accordance with the rules specified in the regulations

Inspection Finding

Routine inspection revealed that the Licensee held money on behalf of resident's without establishing a trust account in accordance with the Act and prescribed regulations.

Outcome

Corrective action taken.

NOTICE

The Final Inspection Report is being provided to the Licensee, the Registrar of the Retirement Homes Regulatory Authority (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 Public Register, available online at <http://rhra.ca/en/register/>.

Signature of Inspector 	Date May 28, 2014
---	----------------------