

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

<b>Inspection Information</b>	
<b>Date of Inspection:</b> August 3, 2012	<b>Name of Inspector:</b> Janet Evans
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Caessant Care Nursing and Retirement Homes Ltd. / 264 Norwich Ave., Woodstock, ON N4S 3V9 (the "Licensee")	
<b>Retirement Home:</b> Caessant Care on Bonnie Place / 15 Bonnie Place, St. Thomas, ON N5R 5T8 (the "Home")	
<b>Licence Number:</b> S0021	

<b>Purpose of Inspection</b>
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").


<b>NON-COMPLIANCE</b>
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Obligations of licensees re staff.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 65. (2)</b> Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> <p align="center">(a) the Residents' Bill of Rights.</p>
<p><b>Inspection Finding</b></p> <p>The inspection revealed that on July 25, 2012, a Guest Attendant (the "GA") forced a capable resident to take a pain medication that the resident had refused. The incident occurred in the presence of another staff member, who confirmed that the refusal was clearly communicated by the resident to the GA. The inspector spoke with the Regional Manager and reviewed personnel records, and found that the GA had not received training on the Residents' Bill of Rights.</p>
<p><b>Outcome</b></p> <p>Corrective action required.</p>

**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 September 20, 2012
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