RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: September 11, 2012	**Name of Inspector:** Corina Gadde
Inspection Type: Mandatory Reporting Inspection	
Licensee: Manoir Carillon Manor Inc. / 1988 Rue Principale, Chute a Blondeau, ON K0B1B0 (the "Licensee")	
Retirement Home: Manoir Carillon Manor / 1988 Rue Principale, Chute a Blondeau, ON K0B 1B0 (the "home")	
Licence Number: N0082	

Purpose of Inspection
The RHRA received a report under section 75(1) of the Retirement Homes Act, 2010 (the "Act").

NON-COMPLIANCE

1. **The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67 and O. Reg. 166/11, s. 15; Policy to promote zero tolerance of abuse and neglect.**

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

s. 67. (5) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,

(e) contain procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents.

s. 15. (3) The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67(4) of the Act shall,

(c) identify measures and strategies to prevent abuse and neglect;

(g) provide that the licensee of the retirement home shall ensure that,

(i) an analysis of every incident of abuse or neglect of a resident at the home is undertaken promptly after the licensee becomes aware of it.

Inspection Finding

During the month of August 2012, a resident fell on four separate occasions resulting in his admission to hospital. The resident later died in hospital. Subsequently, the RHRA was advised that the hospital had determined that the cause of death was not related to a fall.

The inspection indicated that the Licensee and/or retirement home staff did not abuse or neglect the resident. During the course of the inspection, the Inspector noted a related area of non-compliance. The Licensee's "Abuse and Neglect" policy does not meet the requirements for a policy to promote zero tolerance of abuse and neglect of residents, as set out in the legislation. In particular, the Licensee's policy

does not include information regarding: a) procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents; b) measures and strategies to prevent abuse and neglect; and, c) a provision to undertake an analysis of every incident of abuse and neglect.
Outcome Corrective action required.

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
	November 27, 2012