

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

Inspection Information	
Date of Inspection: September 18, 2013	Name of Inspector: Rachelle Harber
Inspection Type: Mandatory Reporting Inspection	
Licensee: Country Manor Estates Ltd. / 66 Victoria Street, Thedford, ON N0M 2N0 (the "Licensee")	
Retirement Home: Country Manor Retirement Home / 66 Victoria Street, Thedford, ON N0M 2N0 (the "home")	
Licence Number: S0096	

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

NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c.11, s. 73; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 73. (1) Every licensee of a retirement home shall ensure that there is a written procedure for a person to complain to the licensee about the operation of the home and for the way in which the licensee is required to deal with complaints.</p>
<p>Inspection Finding</p> <p>The home received a complaint from the police related to the physical abuse of a resident of the home. The Licensee did not have a written procedure for a person to complain to the licensee about the operation of the home and for the way in which the Licensee is required to deal with complaints as required by the legislation.</p>
<p>Outcome</p> <p>Corrective action taken.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c.11, s. 74; Licensee's to respond to incidents of wrongdoing.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 74. Every licensee of a retirement home shall ensure that,</p>

(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:

(i) abuse of a resident of the home by anyone,

(b) appropriate action as determined in the context of the Part and in circumstances is taken in response to every incident described in clause (a); and

(c) the prescribed requirements, if any, for investigating and responding as required under clauses (a) and (b) are complied with.

Inspection Finding

The Licensee failed to document the investigation of the alleged abuse of a resident by an external care provider, including the notification of the resident's next of kin and physician as well as the follow up with staff and other residents as required by the legislation.

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 December 24, 2013
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