RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: March 11, 2014	**Name of Inspector:** Heather Buchanan
Inspection Type: Mandatory Reporting Inspection	
Licensee: 2321772 Ontario Inc. / 228 Dundas Street E., Belleville, ON K8N 1E4 (the "Licensee")	
Retirement Home: Bel Marine Retirement Residence / 228 Dundas Street E., Belleville, ON K8N 1E4 (the "home")	
Licence Number: N0222	

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

NON-COMPLIANCE
1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect. Specifically, the Licensee failed to comply with the following subsection: **s. 67. (1)** Every licensee of a retirement home shall protect residents of the home from abuse by anyone.
Inspection Finding Staff and management of the home were verbally and emotionally abusive to residents of the home. The residents were called names and threatened with eviction if they spoke up or complained. There was no evidence that staff in the home had received training with respect to abuse or residents' rights.
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
	April 21, 2014