

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

Inspection Information	
Date of Inspection: March 18, 2014	Name of Inspector: Janet Evans
Inspection Type: Mandatory Reporting Inspection	
Licensee: Schlegel Villages Inc. / 325 Max Becker Drive, Suite 201, Kitchener, ON N2E 4H5 (the "Licensee")	
Retirement Home: The Village of Tansley Woods / 4100 Upper Middle Road, Burlington, ON L7M 4W8 (the "home")	
Licence Number: S0227	

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 O. Reg. 166/11, s. 40; Provision of a meal.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,</p> <p>(a) if the licensee is the sole provider of the resident's meals, the resident is offered at least three meals per day at reasonable and regular meal hours, a beverage between the morning and midday meals, a snack and a beverage between the midday and evening meals and a snack and a beverage after the evening meal;</p> <p>(i) food service workers and staff assisting the resident are aware of the resident's diet, special needs and preferences.</p>
<p>Inspection Finding</p> <p>The staff of the home failed to ensure that a resident was offered fluids consistently thickened to honey consistency and they failed to ensure that he was consistently offered fluids between meals as the resident was unable to access fluids/nutrition without assistance.</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. 62; Plan of care.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p>

s. 62. (8) The licensee shall ensure that there are protocols to promote the collaboration between the staff, external care providers and others involved in the different aspects of care of the resident,
(b) in the development and implementation of the plan of care so that the different aspects of care are integrated and are consistent with and complement each other.

Inspection Finding

The Licensee failed to develop a plan of care prior to October 19, 2013 to communicate care needs and to ensure that care aspects were integrated and complemented each other.

Outcome

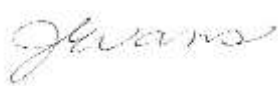
Corrective action taken.

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 April 29, 2014
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