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:** Corina Gadde
Inspection Type: Routine Inspection	
Licensee: Heritage Manor Retirement Home Inc. / C1720 Concession 11, Cannington, ON L0E 1E0 (the "Licensee")	
Retirement Home: Heritage Manor Retirement Home Inc. / 1545 Vincent Massey Drive, Cornwall, ON K6H 5R6 (the "home")	
Licence Number: N0224	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) 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. 65; Obligations of licensees re staff. Specifically, the Licensee failed to comply with the following subsections: **s. 65. (2)** Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in, (d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents.
Inspection Finding Staff at the home have not received training in the Licensee's policy on the use of personal assistance services devices for residents.
Outcome Corrective action scheduled to be completed by May 30, 2014.
2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Information for residents. Specifically, the Licensee failed to comply with the following subsections: **s. 54. (2)** The package of information shall include, at a minimum, (c) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and

neglect of residents;

(l) a statement that a resident may purchase or apply for care services, other services, programs or goods from external care providers;

(s) information as to whether the retirement home has automatic sprinklers in each resident's room.

Inspection Finding

The information package for residents does not include the Licensee's policy to promote zero tolerance of abuse and neglect of residents, a statement about external care providers, or information as to whether the home has automatic sprinklers in each resident's room.

Outcome

Corrective action taken.

3. The Licensee failed to comply with O. Reg. 166/11, s. 57; Trust for resident's money.

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

s. 57. (2) For the purposes of section 72 of the Act, if money is entrusted to the care of a licensee of a retirement home on behalf of residents of the home, the licensee shall establish and maintain at least one non-interest bearing trust account at a financial institution in which the licensee shall deposit all money entrusted to the licensee's care on behalf of the residents.

Inspection Finding

The home has money in trust for residents but has not set up a trust account at a financial institution.

Outcome

Corrective action taken.

4. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency Plan, general.

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

s. 24. (5) The licensee shall,

(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,

(i) the loss of essential services,

(ii) situations involving a missing resident,

(iii) medical emergencies, and

(iv) violent outbursts.

Inspection Finding

The Licensee did not demonstrate testing the required parts of the emergency plan listed in the above legislation.

Outcome

Corrective action required.

5. The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.

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

s. 25. (3) The licensee shall ensure that the emergency plan provides for the following:

1. Dealing with,
   - ii. community disasters,
   - iv. bomb threats,
   - vi. chemical spills.

Inspection Finding

The emergency plan does not provide for dealing with community disasters, bomb threats or chemical spills.

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
	May 12, 2014