

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

| Inspection Information | |
|---|--|
| Date of Inspection: March 27, 2014 | Name of Inspector: Michael Hickey |
| Inspection Type: Mandatory Reporting Inspection | |
| Licensee: 488491 Ontario Inc. / 355 Broadway Avenue, Orangeville, ON L9W 3Y3 (the "Licensee") | |
| Retirement Home: Avalon Retirement Lodge / 355 Broadway Avenue, Orangeville, ON L9W 3Y3 (the "home") | |
| Licence Number: T0159 | |

| 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. 67; Protection against abuse and neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p> |
| <p>Inspection Finding</p> <p>On March 19, 2014 the RHRA received a report of suspected resident physical abuse by an external care provider. The incident was alleged to have occurred on March 18, 2014. Inspection revealed that a prior incident involving the same resident and external care provider had occurred on March 11, 2013.</p> <p>The Licensee did not report the initial suspected incident of abuse to the RHRA. The Licensee was also found not to have complied with the required actions listed in the Licensee's Abuse and Neglect Policy on both occasions. Specifically:</p> <ul style="list-style-type: none"> On March 11, 2014, an internal required report, "Elder Abuse and Neglect Reporting Form" was not completed. On March 18, 2014 the resident was not assessed, as required by the policy, upon a report of suspected abuse becoming known to the licensee. |
| <p>Outcome</p> <p>Corrective action taken.</p> |

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 23, 2014 |
|---|----------------------|