

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

Inspection Information	
<b>Date of Inspection:</b> April 15, 2014	<b>Name of Inspector:</b> Corina Gadde
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> 2274855 Ontario Inc. / 41 Mansfield Park Court, Port Perry, ON L9L 2B5 (the "Licensee")	
<b>Retirement Home:</b> Camilla Gardens Retirement Home / 1119 Bathgate Drive, Gloucester, ON K1J 9N4 (the "home")	
<b>Licence Number:</b> N0226	

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
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 65. (2)</b> Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> <ul style="list-style-type: none"> <li>(a) the Residents' Bill of Rights;</li> <li>(c) the protection afforded for whistle-blowing described in section 115</li> <li>(d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents.</li> </ul>
<p><b>Inspection Finding</b></p> <p>The Licensee did not demonstrate that staff has received training in the Residents Bill of Rights, whistle blowing protection or the Licensee's PASD policy.</p>
<p><b>Outcome</b></p> <p>Corrective action required. Warning Letter issued.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p>

**s. 23. (1)** Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

- (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home; and
- (d) protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk to the resident or others in the home.

**Inspection Finding**

The Licensee’s Behaviour Management strategy does not address strategies for monitoring residents that have demonstrated behaviours that pose a risk or protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk.

**Outcome**

Corrective action required.  
Warning Letter issued.

**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 June 3, 2014
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