

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

Inspection Information	
<b>Date of Inspection:</b> April 24, 2014	<b>Name of Inspector:</b> Michael Hickey
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> 1103161 Ontario Limited / 495093 10th Line, Woodstock, ON N4S 7V7 (the "Licensee")	
<b>Retirement Home:</b> Delrose Retirement Residence / 725 Gibraltar Street, Delhi, ON N4B 3C7 (the "home")	
<b>Licence Number:</b> S0143	

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 O. Reg. 166/11, s. 43; Initial assessment of care needs. The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs. The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records.</b></p> <p>Specifically, the Licensee failed to comply with the following subsections:</p> <p><b>s. 43. (1)</b> Subject to section 45, no later than two days after a resident commences residency in a retirement home, the licensee of the home shall ensure that an initial assessment of the resident's immediate care needs is conducted.</p> <p><b>s. 44 (1)</b> Subject to section 46, no later than 14 days after a resident commences residency in a retirement home, the licensee shall ensure that a full assessment of the resident's care needs and preferences is conducted.</p> <p><b>s. 55 (2)</b> The record for each resident shall include, (b) if the resident was assessed for the purposes of developing the resident's plan of care, documentation of when the resident was assessed and by whom.</p>
<p><b>Inspection Finding</b> Routine inspection revealed the Licensee did not complete prescribed assessments of new residents in accordance with Ontario Regulation 166/11. The collection of documents and tools to assess resident's care needs and further used to develop a plan of care for the resident were not complete with prescribed content.</p>
<p><b>Outcome</b> Corrective action taken.</p>

**2. The Licensee failed to comply with O. Reg. 166/11 s. 23; Behaviour management.**

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

- s. 23. (1)** Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,
- (a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;
  - (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;
  - (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**

Routine inspection revealed that the Licensee did not have a written behaviour management strategy that complied with the prescribed content of Ontario Regulation 166/11 s. 23.

**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 June 6, 2014
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