

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

Inspection Information	
<b>Date of Inspection:</b> April 7, 2014	<b>Name of Inspector:</b> Julie Hebert
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Seasons Retirement Communities (Amherstburg) GP Inc. / 1315 North Service Road E., Unit 200 Oakville, ON L6H 1A7 (the "Licensee")	
<b>Retirement Home:</b> Seasons Amherstburg / 681 Front Road S., Amherstburg, ON N9V 0B4 (the "home")	
<b>Licence Number:</b> S0155	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect.</b>  <b>The Licensee failed to comply with O. Reg. 166/11, s.15; Policy of zero tolerance of abuse and neglect</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 67. (5)</b> At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,            (d) contain an explanation of the duty under section 75 to report to the Registrar the matters specified in that section.</p>
<p><b>Inspection Finding</b>            The home's Abuse and Neglect policy did not contain an explanation under section 75 to report to the Registrar the matters in that section.</p>
<p><b>Outcome</b>            Corrective action taken by the Licensee.</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> <p><b>s. 23. (1)</b> 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;</p>

- (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (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 home's behaviour management policy does not address techniques to prevent resident behaviours; strategies for interventions; nor protocols for how staff and volunteers shall report behaviours.

**Outcome**

Corrective action taken by the Licensee.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar.**

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

**s. 75 (1)** A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:

- 2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.

**Inspection Finding**


On January 31, 2014, a resident assaulted another resident of the home by striking him in the head causing a minor injury. The home failed to report this incident to the Registrar, as required by the legislation.

**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  July 14, 2014
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