

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

Inspection Information	
<b>Date of Inspection:</b> June 5, 2014	<b>Name of Inspector:</b> Julie Hebert
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> Seasons Retirement Communities (Royal Oak) GP Inc. / 1315 North Service Road E., Unit 200, Oakville, ON L6H 1A7 (the "Licensee")	
<b>Retirement Home:</b> Seasons Royal Oak Village / 2400 Sandwich West Parkway, Lasalle, ON N9H 2S8 (the "home")	
<b>Licence Number:</b> S0156	

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. 25; Emergency plan, retirement home with more than 10 residents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsections:</p> <p><b>s. 25. (3)</b> The licensee shall ensure that the emergency plan provides for the following:</p> <ol style="list-style-type: none"> <li>1. Dealing with,               <ol style="list-style-type: none"> <li>iii. violent outbursts,</li> <li>iv. bomb threats,</li> <li>v. medical emergencies,</li> <li>vi. chemical spills.</li> </ol> </li> </ol>
<p><b>Inspection Finding</b></p> <p>The home's emergency plan did not include the above noted sections; however policies related to violent outbursts, medical emergencies and chemical spills were located in other areas. There was no policy similar to dealing with bomb threats.</p>
<p><b>Outcome</b></p> <p>Corrective action taken by the Licensee.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect.</b></p>

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

- s. 15. (3)** The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,
- (d) provide that the licensee of the retirement home shall ensure that the resident’s substitute decision-makers, if any, and any other person specified by the resident,
    - (ii) are notified within 12 hours upon the licensee becoming aware of any other alleged, suspected or witnessed incident of abuse or neglect of a resident.

**Inspection Finding**

The home’s abuse and neglect policy did not include the above noted section.

**Outcome**


Corrective action taken by the Licensee.

**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 15, 2014
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