

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

Inspection Information	
Date of Inspection: May 22, 2014	Name of Inspector: Michael Hickey
Inspection Type: Mandatory Reporting Inspection	
Licensee: 1103161 Ontario Limited / 495093 10th Line, Woodstock, ON N4S 7V7 (the "Licensee")	
Retirement Home: Delrose Retirement Residence / 725 Gibraltar Street, Delhi, ON N4B 3C7 (the "home")	
Licence Number: S0143	

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><u>s. 67. (2)</u> Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p>
<p>Inspection Finding</p> <p>The Licensee self-reported to the Retirement Homes Regulatory Authority an incident of a resident being neglected by a staff member employed by the home.</p> <p>An investigation by the home confirmed that a physically weakened resident was left unattended in a wheelchair for more than two hours affecting the well-being of the resident. The resident was unable to move the wheel chair and was unable to reach the call bell alarm system.</p> <p>The employee of the home was found to have violated the Licensee's policies on the Zero Tolerance of Abuse and Neglect as well as the Licensee's Policy on Personal Assistance Services Devices. Employee remedial actions were initiated by the Licensee to prevent the re-occurrence of similar events.</p> <p>Inspection of the home by the RHRA inspector confirmed the incident as reported as well as the remedial actions taken by the home.</p>
<p>Outcome</p> <p>Corrected action taken by the Licensee.</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 July 23, 2014
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