

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

Inspection Information	
<b>Date of Inspection:</b> September 4, 2014	<b>Name of Inspector:</b> Geraldine Defoe
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> Amica Mature Lifestyles Inc. / Style de Vie Amica Inc. / 1111 Melville Street, Vancouver, BC V6E 3V6 (the "Licensee")	
<b>Retirement Home:</b> Amica at Whitby / 200 Kenneth Hobbs Avenue, Whitby, ON L1R 0G6 (the "home")	
<b>Licence Number:</b> T0146	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>24. (5)</b> The licensee shall,</p> <p>(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,</p> <p>(iii) medical emergencies,</p> <p>(iv) violent outbursts;</p>
<p><b>Inspection Finding</b></p> <p>There is no annual testing of the emergency plan.</p>
<p><b>Outcome</b></p> <p>Corrective action scheduled to be taken by the Licensee by December 1, 2014.</p>
<p><b>2. 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 subsection(s):</p> <p><b>25. (2)</b> The licensee shall ensure that the development of the emergency plan includes,</p>

<p>(b) identification of hazards and risks that may give rise to an emergency affecting the home, whether the hazards and risks arise within the home or in the surrounding vicinity or community, and strategies to address those hazards and risks.</p>
<p><b>Inspection Finding</b> The Licensee’s emergency plan does not address the requirements as per the Regulation.</p>
<p><b>Outcome</b> Corrective action taken by the Licensee.</p>
<p><b>3. The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>43. (2)</b> The initial assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:</p> <p>2. Presence of infectious diseases.</p>
<p><b>Inspection Finding</b> The Licensee's current Pre-Admission Medical Form does not consider the presence of infectious diseases.</p>
<p><b>Outcome</b> Corrective action taken by the Licensee.</p>
<p><b>4. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>14. (1)</b> For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.</p>
<p><b>Inspection Finding</b> No staff has received training on the complaints procedure.</p>
<p><b>Outcome</b> Corrective action scheduled to be taken by the Licensee by November 1, 2014.</p>
<p><b>5. 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(s):</p>

**15. (3)** The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,

(e) provide that the licensee of the retirement home shall ensure that the resident and the resident’s substitute decision-makers, if any, are notified of the results of an investigation described in clause 67 (5) (e) of the Act immediately upon the completion of the investigation;

**Inspection Finding**

The Licensee’s policy on Abuse and Neglect does not contain the listed requirements as per the Regulation.

**Outcome**

Corrective action taken by the Licensee.

**6. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.**

Specifically, the Licensee failed to comply with the following subsection(s):

**59. (1)** Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.

**Inspection Finding**

The Licensee’s Complaint’s Procedure does not contain the listed requirements as per the Regulation.

**Outcome**

Corrective action taken by the Licensee.

**7. The Licensee failed to comply with O. Reg. 166/11, s. 29; Administration of drugs or other substances.**

Specifically, the Licensee failed to comply with the following subsection(s):

**29.** If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the administration of a drug or other substance, the licensee shall ensure that,

(e) if the licensee or a staff member is involved in the administration of the drug or other substance at the home, that the licensee or staff member is trained in,

(iii) recognizing an adverse drug reaction and taking appropriate action;

**Inspection Finding**

Staff has not received the required training.

**Outcome**

Corrective action scheduled to be taken by the Licensee by October 9, 2014.

**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 October 3, 2014
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