

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

Inspection Information	
<b>Date of Inspection:</b> October 21, 2014	<b>Name of Inspector:</b> Heather Buchanan
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> Diversicare Canada Management Services Co., Inc. / 2121 Argentia Road, Mississauga, ON L5X 2X4 (the "Licensee")	
<b>Retirement Home:</b> The Richmond Retirement Residence / 175 North Front Street, Belleville, ON K8P 4Y8 (the "home")	
<b>Licence Number:</b> N0362	

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 the RHA, S.O. 2010, c. 11, s. 54; Contents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>54. (2)</b> The package of information shall include, at a minimum,</p> <ul style="list-style-type: none"> <li>(d) the licensee's procedure for complaints mentioned in subsection 73 (1);</li> <li>(t) information relating to staffing, including night time staffing levels and qualifications of staff of the retirement home;</li> </ul>
<p><b>Inspection Finding</b></p> <p>The Information Package provided to residents by the Licensee is missing information with respect to staff qualifications and staffing levels, including staffing levels at night. The procedure for complaints included in the package does not meet the legislated requirements.</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. 24; Emergency plan, general. 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>

**24. (5)** The licensee shall,

(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,

- (i) the loss of essential services,
- (ii) situations involving a missing resident,
- (iii) medical emergencies,
- (iv) violent outbursts;

**25. (2)** The licensee shall ensure that the development of the emergency plan includes,

(a) consultation with the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency;

(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.

**Inspection Finding**

The Licensee has not conducted testing with respect to the home's emergency plan. There is no documentation of consultation with relevant community agencies involved in responding to an emergency. An identification of hazards and risks that could give rise to an emergency affecting the home has not been done.

**Outcome**

Corrective action taken by the Licensee.

**3. The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.**

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

**44. (2)** The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

- 3. Cognitive ability.
- 4. Behavioural issues.
- 7. The matters listed in subsection 43 (2).

**Inspection Finding**

The Full Assessment of residents does not include cognitive ability, behavioural issues, or all matters included in the initial assessment.

**Outcome**

Corrective action taken by the Licensee.

**4. The Licensee failed to comply with O. Reg. 166/11, s. 57; Trust for resident's money.**

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

**57. (2)** For the purposes of section 72 of the Act, if money is entrusted to the care of a licensee of a retirement home on behalf of residents of the home, the licensee shall establish and maintain at least one non-interest bearing trust account at a financial institution in which the licensee shall deposit all money entrusted to the licensee's care on behalf of the residents.

**Inspection Finding**

There are no non-interest bearing accounts established by the Licensee at a financial institution for residents' money kept in trust.

**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 November 19, 2014
-------------------------------------------------------------------------------------------------------------	---------------------------