

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

Inspection Information	
Date of Inspection: October 15, 2014	Name of Inspector: Geraldine Defoe
Inspection Type: Mandatory Reporting Inspection	
Licensee: Delmanor Northtown Inc. / 5351 Yonge Street, North York, ON M2N 7L5 (the "Licensee")	
Retirement Home: Delmanor Northtown / 5351 Yonge Street, North York, ON M2N 7L5 (the "home")	
Licence Number: T0052	

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; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p>Inspection Finding</p> <p>Resident reported that on three separate occasions his suite was entered and items taken. The home's policy on Zero Tolerance of Abuse and Neglect outlines procedures for an investigation which was not complied with.</p>
<p>Outcome</p> <p>Corrective 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 November 19, 2014
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