

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

Inspection Information	
Date of Inspection: January 5, 2015	Name of Inspector: Michael Hickey
Inspection Type: Mandatory Reporting Inspection	
Licensee: Country Manor Estates Ltd. / 66 Victoria Street, Thedford, ON N0M 2N0 (the "Licensee")	
Retirement Home: Country Manor Retirement Home / 66 Victoria Street, Thedford, ON N0M 2N0 (the "home")	
Licence Number: S0096	

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>The Licensee reported to the Retirement Homes Regulatory Authority an incident of resident to resident physical abuse. A review of the incident by an RHRA inspector revealed the Licensee failed to notify the police of the assault as required by the Licensee's policy to promote zero tolerance of abuse and neglect of residents.</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 January 13, 2015
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