

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

Inspection Information	
<b>Date of Inspection:</b> December 4, 2014	<b>Name of Inspector:</b> Michael Hickey
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Lifetimes Limited Partnership / 3200 Dufferin Street, Toronto, ON M6A 3B2 (the "Licensee")	
<b>Retirement Home:</b> Oxford Manor Retirement Residence / 276 Oxford Street, Ingersoll, ON N5C 2W1 (the "home")	
<b>Licence Number:</b> S0345	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>67. (2)</u></b> Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee self-reported an incident of improper care and neglect to the Retirement Homes Regulatory Authority concerning a resident of the retirement home. A staff member failed to follow the Licensee's policies and refused to provide assistance to a resident who had fallen. The home initiated an investigation into the matter, and the staff member's employment was terminated in accordance with the Licensee's policy to promote zero tolerance of abuse and neglect of residents.</p>
<p><b>Outcome</b></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 23, 2015
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