

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

Inspection Information	
Date of Inspection: January 19, 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. 75; Reporting certain matters to Registrar.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><u>75. (1)</u> A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:</p> <ol style="list-style-type: none"> 1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.
<p>Inspection Finding</p> <p>A report was filed with the Retirement Homes Regulatory Authority that a mobility-restricted resident was left on a toilet without a means to request staff assistance due to the call response communication system being inoperative. Inspection confirmed the incident. The Registrar was not immediately notified by the Licensee of the incident as required by the Licensee's policy to promote zero tolerance of abuse and neglect and the requirements of the Act.</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 29, 2015
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