

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

Inspection Information	
Date of Inspection: January 27, 2015	Name of Inspector: Gerry Lawrence
Inspection Type: Routine Inspection	
Licensee: Extendicare (Canada) Inc. / 3000 Steeles Avenue, Markham, ON L3R 9W2 (the "Licensee")	
Retirement Home: Lakeland Village / 60 St. George Street, Lindsay, ON K9V 1M7 (the "home")	
Licence Number: T0238	

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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Contents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (5) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall, (d) contain an explanation of the duty under section 75 to report to the Registrar the matters specified in that section;</p>
<p>Inspection Finding</p> <p>The Licensee's policy to promote zero tolerance of abuse and neglect did not include an explanation of reporting to the RHRA</p>
<p>Outcome</p> <p>Corrective action taken by the Licensee.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 22; Risk of falls.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>22. (2) If a resident of a retirement home falls in a common area of the home or while being assisted by the licensee or staff, the licensee shall ensure that, (a) there is a timely and appropriate response to the fall;</p>
<p>Inspection Finding</p>

The Licensee's falls prevention strategy did not include a timely and appropriate response to the fall.

Outcome

Corrective action scheduled to be completed by March 15, 2015 by the Licensee.

3. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.

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

23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

(d) protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk to the resident or others in the home.

Inspection Finding

The Licensee's written behaviour management strategy did not include strategies for monitoring residents who have demonstrated behaviours that pose a risk and protocols for reporting and informing staff and volunteers of residents that pose a risk.

Outcome


Corrective action scheduled to be completed by March 15, 2015 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 February 11, 2015
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