RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: March 3, 2015	**Name of Inspector:** Sue McKechnie
Inspection Type: Routine Inspection	
Licensee: Osmington (Laclie Retirement Home) Inc. / 190 Laclie Street, Orillia, ON L3V 4N4 (the "Licensee")	
Retirement Home: Victoria House / 190 Laclie Street, Orillia, ON L3V 4N4 (the "home")	
Licence Number: N0022	

Purpose of Inspection

The RHRA conducts routine inspections as set out in section 77(3) of the *Retirement Homes Act, 2010* (the "RHA").

NON-COMPLIANCE

1. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.
The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.

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

24. (5) The licensee shall,

(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,

(iii) medical emergencies,

(iv) violent outbursts;

25. (3) The licensee shall ensure that the emergency plan provides for the following:

1. Dealing with,

ii. community disasters,

iii. violent outbursts,

iv. bomb threats,

v. medical emergencies,

vi. chemical spills,

viii. loss of one or more essential services.

Inspection Finding

The home's emergency plan did not meet the listed requirements.

Outcome
Corrective action scheduled to be completed by the Licensee by April 16, 2015.

2. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.

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

14. (1) For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.

Inspection Finding
The home's orientation program does not include the required staff training in the complaint procedure.

Outcome
Corrective action taken by the Licensee.

3. The Licensee failed to comply with O. Reg. 166/11, s. 57; Trust for resident's money.

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

57. (2) For the purposes of section 72 of the Act, if money is entrusted to the care of a licensee of a retirement home on behalf of residents of the home, the licensee shall establish and maintain at least one non-interest bearing trust account at a financial institution in which the licensee shall deposit all money entrusted to the licensee's care on behalf of the residents.

57. (7) If the licensee allows residents to entrust money to the licensee's care, the licensee shall establish a written policy and procedures for the management of trust accounts for residents and the petty cash trust money, which shall include,

(a) a system to record the written authorizations required under subsection (10);

(b) the hours when a resident, or the person acting on behalf of the resident, can make deposits to or withdrawals from the resident's funds in a trust account and make withdrawals from the petty cash trust money.

57. (8) The licensee shall provide a copy of the written policy and procedures to every resident and person acting on behalf of a resident who asks to have money deposited into a trust account.

57. (9) The licensee shall,

(a) provide a resident, or a person acting on behalf of a resident, with a written receipt for all money that the licensee receives from the resident, or any other person, for deposit in a trust account for the resident;

(b) if the licensee has deposited in a trust account money received from any person on behalf of a resident, make part or all of the money available to the resident or a person acting on behalf of the resident,

(d) maintain a separate book of account for each resident for whom money is deposited in a trust account;

(e) on the written demand of a resident, or a person acting on behalf of a resident, make the resident's book of account mentioned in clause (d) available for inspection by the resident or the person during any business day;

(g) with respect to each resident for whom money is deposited in a trust account, retain for a period of not less than seven years,

(i) the books of account, ledgers, deposit books, deposit slips, pass-books, monthly bank statements, cheque books and cancelled cheques applicable to the trust account,

(ii) the written instructions and authorizations and acknowledgements of receipt of funds of the resident and the person acting on behalf of the resident,

(iii) the written receipts and statements provided to the resident, or a person acting on behalf of a resident.

57. (10) A resident, or a person acting on behalf of a resident, who wishes to pay a licensee for rent, care services or other legitimate charges with money from a trust account shall provide the licensee with a written authorization that specifies what the charge is for, including a description of the goods or services provided, the frequency and timing of the withdrawal and the amount of the charge.

57. (11) If a written authorization has been provided under subsection (10), the licensee is not required to obtain a written acknowledgement of receipt of funds for every authorized withdrawal, but shall include these withdrawals in the quarterly itemized statement described in clause (9) (f).

Inspection Finding

The home's program for resident trust accounts does not include the listed requirements.

Outcome

Corrective action taken by the Licensee as they will no longer be providing this service as of June 8, 2015.

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
	April 7, 2015