

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

Inspection Information	
<b>Date of Inspection:</b> September 17, 2015	<b>Name of Inspector:</b> Corina Gadde
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> ACGH Investments Inc. / 889 Elmsmere Road, Ottawa, ON K1J 7T7 (the "Licensee")	
<b>Retirement Home:</b> Villa Elmsmere villa / 889 Elmsmere Road, Gloucester, ON K1J 8G4 (the "home")	
<b>Licence Number:</b> N0385	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Contents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>54. (2)</u></b> The package of information shall include, at a minimum,</p> <ul style="list-style-type: none"> <li>(d) the licensee's procedure for complaints mentioned in subsection 73 (1);</li> <li>(k) an itemized list of the different types of accommodation and care services provided in the retirement home and their prices;</li> </ul>
<p><b>Inspection Finding</b></p> <p>The package of information for residents did not include the Licensee's procedure for complaints or an itemized list of the different types of accommodation and care services provided in the retirement home and their prices.</p>
<p><b>Outcome</b></p> <p>Corrective action taken by the Licensee.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>24. (5)</u></b> The licensee shall,</p>

- (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,
  - (i) the loss of essential services,
  - (ii) situations involving a missing resident,
  - (iii) medical emergencies,
  - (iv) violent outbursts;
- (b) at least once every two years, conduct a planned evacuation of the retirement home;
- (c) keep a written record of the testing of the emergency plan and planned evacuations and of any changes made to improve the emergency plan.

**Inspection Finding**

The required annual testing of the emergency plan has not been completed related to loss of essential services, missing resident, medical emergencies and violent outbursts. There is no written record of a planned evacuation having been conducted.

**Outcome**

Corrective action scheduled to be taken by the Licensee by November 25, 2015.

**3. 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):

- 25. (2)** The licensee shall ensure that the development of the emergency plan includes,
  - (a) consultation with the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency;
  - (b) identification of hazards and risks that may give rise to an emergency affecting the home, whether the hazards and risks arise within the home or in the surrounding vicinity or community, and strategies to address those hazards and risks.
- 25. (3)** The licensee shall ensure that the emergency plan provides for the following:
  - 1. Dealing with,
    - ii. community disasters,
    - iii. violent outbursts,
    - v. medical emergencies,
    - vi. chemical spills,
    - vii. situations involving a missing resident,
    - viii. loss of one or more essential services.

**Inspection Finding**

The emergency plan did not demonstrate consultation with the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency, or identification of hazards and

risks that may give rise to an emergency affecting the home and strategies to address those. The emergency plan did not provide for dealing with community disasters, violent outbursts, medical emergencies, chemical spills, missing resident, or loss of essential services.

**Outcome**

Corrective action taken by the Licensee.

**4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Procedure for complaints to licensee.**

**The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.**

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

**73. (1)** Every licensee of a retirement home shall ensure that there is a written procedure for a person to complain to the licensee about the operation of the home and for the way in which the licensee is required to deal with complaints.

**59. (1)** Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.
2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.
3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.
4. A response shall be made to the person who made the complaint, indicating,

**Inspection Finding**

The Licensee does not have a written procedure for a person to complain to the Licensee.

**Outcome**


Corrective action taken 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 November 9, 2015
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