

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

Inspection Information	
<b>Date of Inspection:</b> November 3, 2015	<b>Name of Inspector:</b> Julie Hebert
<b>Inspection Type:</b> Compliance Inspection	
<b>Licensee:</b> St. Andrew's Residence, Chatham / 99 Park Street, Chatham, ON N7M 3R5 (the "Licensee")	
<b>Retirement Home:</b> St. Andrew's Residence / 99 Park Street, Chatham, ON N7M 3R5 (the "home")	
<b>Licence Number:</b> S0196	

Purpose of Inspection
The RHRA conducts compliance inspections as set out in section 77(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p><b>1. 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>24. (5)</b> The licensee shall,</p> <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,</p> <p>(ii) situations involving a missing resident,</p> <p>(iv) violent outbursts;</p>
<p><b>Inspection Finding</b></p> <p>The home's emergency plan is not in compliance with the above noted areas.</p>
<p><b>Outcome</b></p> <p>Corrective action scheduled to be completed by the Licensee by December 3, 2015.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>65. (2)</b> Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p>

<p>(d) the licensee’s policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;</p>
<p><b>Inspection Finding</b> The home has not completed training of staff in the above noted area.</p>
<p><b>Outcome</b> Corrective action scheduled to be completed by the Licensee by December 16, 2015.</p>
<p><b>3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Contents. The Licensee failed to comply with O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (5)</b> At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall, (f) set out the consequences for those who abuse or neglect residents;</p> <p><b>15. (3)</b> The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall, (b) contain procedures and interventions to deal with persons who have abused or neglected or allegedly abused or neglected residents, as appropriate;</p>
<p><b>Inspection Finding</b> The home's Zero Tolerance of Abuse policy was not in compliance with the above noted sections.</p>
<p><b>Outcome</b> Corrective action taken by the Licensee.</p>
<p><b>4. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>59. (2)</b> The licensee shall ensure that a written record is kept in the retirement home that includes, (e) every date on which any response was provided to the complainant and a description of the response;</p>
<p><b>Inspection Finding</b> The home's written record of complaints did not include the above noted information.</p>
<p><b>Outcome</b> 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 December 10, 2015
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