

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

Inspection Information	
Date of Inspection: January 27, 2016	Name of Inspector: Michael Hickey
Inspection Type: Routine Inspection	
Licensee: 1895357 Ontario Inc. / 1202 Highway 94, Corbeil, ON P0H 1K0 (the "Licensee")	
Retirement Home: Nipissing Manor Retirement Home / 1202 Highway 94, Corbeil, ON P0H 1K0 (the "home")	
Licence Number: N0261	

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. 54; Contents. The Licensee failed to comply with O. Reg. 166/11, s. 10; Package of information for residents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>54. (2) The package of information shall include, at a minimum,</p> <ul style="list-style-type: none"> (a) the Residents' Bill of Rights; (b) a statement that, if the retirement home also falls within the meaning of a care home as defined in the Residential Tenancies Act, 2006, nothing in this Act overrides or affects the provisions of the Residential Tenancies Act, 2006 that would otherwise apply with respect to the home as a care home; (c) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents; (e) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents; (g) information about the role of the Authority and its contact information; (h) information about the Residents' Council, including any information that the Residents' Council provides for inclusion in the package; (i) an explanation of the protection afforded for whistle-blowing described in section 115; (j) information relating to the contents of the written agreement that section 53 requires each of the residents and the licensee to make; (l) a statement that a resident may purchase or apply for care services, other services, programs or goods from external care providers;

- (m) information about the licensee's process for assisting residents to purchase or apply for care services and other services, programs or goods from external providers;
- (n) information regarding the rights of residents if the licensee chooses to reduce or discontinue the care services that the licensee provides to residents;
- (o) disclosure of any non-arm's length relationships that exist between the licensee and external care providers;
- (p) contact information for the community care access corporation approved as an agency under subsection 5 (1) of the Home Care and Community Services Act, 1994 for the area in which the retirement home is located;
- (q) information relating to the assessments required to prepare a plan of care, including a resident's right to apply for publicly funded assessments;
- (r) information about the licensee's process for assisting a resident in his or her transition to a long-term care home or other place of residence;
- (s) information as to whether the retirement home has automatic sprinklers in each resident's room;
- (u) a statement as to whether the retirement home is required under subsection 60 (2) to have a resident-staff communication and response system and whether the home has such a system and, if so, details of the system;
- (v) all other information that is prescribed.

10. For the purposes of clause 54 (2) (v) of the Act, the package of information mentioned in clause 54 (1) (a) of the Act that a licensee of a retirement home is required to give to every resident of the home shall include,

- (a) a statement that section 62 of the Act requires the licensee to assess a resident when the resident commences residency in the home and to reassess the resident every six months but that the licensee is not authorized to assess or reassess a resident without the resident's consent;
- (b) a statement that the residents have the right to form a Residents' Council if one does not yet exist;
- (c) a statement whether the licensee offers programs, activities or services to encourage the mental stimulation of residents and, if so, information about them;
- (d) a statement whether the licensee offers programs, activities or services to address the social, recreational and spiritual needs of residents and, if so, information about them;
- (e) information about how to reduce the incidence of infectious disease outbreaks, including the need for and method of maintaining proper hand hygiene and the need for and process of reporting infectious illness;
- (f) information about the strategies the licensee has implemented to reduce or mitigate the risk of falls in common areas of the home;
- (g) a statement as to whether or not services in the home are provided in French or in any other languages in addition to English and, if so, a list of those languages;
- (h) a statement that section 68 of the Act prohibits the licensee and external care providers who provide care services in the home from restraining a resident of the home in any way including by the use of a physical device or by the administration of a drug except as permitted by section 71 of the Act when immediate action is necessary to prevent serious bodily harm to a resident or to others;

- (i) a statement whether the licensee allows a resident of the home to entrust money to the care of the licensee on behalf of the resident and if so, a copy of the written trust account policy and procedures described in subsection 57 (7);
- (j) a statement that the Act does not require the licensee to audit trust accounts into which the licensee is required to deposit money entrusted into the licensee's care on behalf of a resident but that the Registrar may order the licensee to audit any such trust account;
- (k) a statement that sections 77 and 80 of the Act authorize an inspector or an investigator respectively to inspect, copy and remove records containing a resident's personal information, including personal health information, from the home for the purpose of determining whether the licensee is in compliance with the requirements of the Act.

Inspection Finding

Inspection revealed the Licensee failed to prepare and provide a prescribed information package to be provided to new residents of the home prior to the residents commencing their residency.

Outcome

Corrective action scheduled to be taken by the Licensee by March 31, 2016.

2. 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.

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

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;
- (h) deal with the additional matters, if any, that are prescribed.

15. (3) The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,

- (g) provide that the licensee of the retirement home shall ensure that,
 - (i) an analysis of every incident of abuse or neglect of a resident at the home is undertaken promptly after the licensee becomes aware of it,
 - (ii) at least once in every calendar year, an evaluation is made to determine the effectiveness of the policy and what changes and improvements are required to prevent further occurrences of abuse and neglect of residents,
 - (iii) the results of the analysis undertaken under subclause (i) are considered in the evaluation mentioned in subclause (ii),
 - (iv) the changes and improvements mentioned in subclause (ii) are promptly implemented,
 - (v) a written record of everything provided for in subclauses (ii) and (iv) and the date of the evaluation, the names of the persons who participated in the evaluation and the date that the changes and improvements were implemented is promptly prepared.

Inspection Finding

Inspection revealed the Licensee failed to ensure the Licensee’s prescribed policy to promote zero tolerance of abuse and neglect of residents contained prescribed content.

Outcome

Corrective action scheduled to be taken by the Licensee by March 31, 2016.

3. The Licensee failed to comply with O. Reg. 166/11, s. 11; Posted information.

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

11. (1) For the purposes of paragraph 4 of subsection 55 (2) of the Act, the following information is prescribed as information that must be posted in a retirement home under that subsection:

- 3. An explanation of the procedures to be followed in the case of an evacuation.

Inspection Finding

Inspection revealed that the Licensee failed to post an explanation of the procedures to be followed in the case of an evacuation as prescribed.

Outcome

Corrective action scheduled to be taken by the Licensee by March 31, 2016.

4. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.

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,
 - (i) the loss of essential services,
 - (ii) situations involving a missing resident,
 - (iii) medical emergencies,
 - (iv) violent outbursts;
- (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

Inspection revealed the Licensee failed to keep prescribed records demonstrating that the prescribed tests of the emergency plan had been completed on an annual basis.

Outcome

Corrective action scheduled to be taken by the Licensee by April 30, 2016.


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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 12, 2016
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