

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

Inspection Information	
Date of Inspection: February 23, 2016	Name of Inspector: Mark Dennis
Inspection Type: Compliance Inspection	
Licensee: University Place Inc. / 3140 Peter Street, Windsor, ON N9C 1H3 (the "Licensee")	
Retirement Home: Cardinal Place / 3140 Peter Street, Windsor, ON N9C 1H3 (the "home")	
Licence Number: S0353	

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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Contents.</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> <p style="padding-left: 40px;">(t) information relating to staffing, including night time staffing levels and qualifications of staff of the retirement home;</p>
<p>Inspection Finding</p> <p>The information package for residents did not contain the above mentioned information.</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. 24; Emergency plan, general.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>24. (5) The licensee shall,</p> <p style="padding-left: 40px;">(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 style="padding-left: 80px;">(ii) situations involving a missing resident,</p> <p style="padding-left: 80px;">(iv) violent outbursts;</p>

<p>Inspection Finding</p> <p>The emergency plan was not tested as described above.</p>
<p>Outcome</p> <p>Corrective action taken by the Licensee.</p>
<p>3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> <ul style="list-style-type: none">(b) the licensee’s policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;(d) the licensee’s policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents; <p>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.</p>
<p>Inspection Finding</p> <p>The home has not trained all staff in the above noted areas.</p>
<p>Outcome</p> <p>Corrective action scheduled to be taken by the Licensee by April 15, 2016.</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 March 29, 2016
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