

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

| Inspection Information  |  |
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| <b>Date of Inspection:</b> February 9, 2016   | <b>Name of Inspector:</b> Michele Davidson |
| <b>Inspection Type:</b> Mandatory Reporting Inspection  |  |
| <b>Licensee:</b> Eldercare Equities Inc. / 6257 Main Street, Stouffville, ON L4A 4J3 (the "Licensee") |  |
| <b>Retirement Home:</b> Buckingham Manor / 6257 Main Street, Stouffville, ON L4A 4J3 (the "home")     |  |
| <b>Licence Number:</b> T0154  |  |

| Purpose of Inspection  |
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| The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE  |
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| <p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>75. (1)</b> A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:</p> <p>2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.</p> |
| <p><b>Inspection Finding</b></p> <p>The Licensee received an allegation that should have been reported to the Registrar, but failed to file a report.</p>   |
| <p><b>Outcome</b></p> <p>Corrective action taken by the Licensee.</p>   |
| <p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (4)</b> Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>  |


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| <p><b>Inspection Finding</b><br/>Following the receipt of an allegation, the Licensee did not notify the resident’s family as required by the Act.</p>  |
| <p><b>Outcome</b><br/>Corrective action taken by the Licensee.</p>  |
| <p><b>3. 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. (1)</b> 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:</p> <ol style="list-style-type: none"> <li>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.</li> </ol> |
| <p><b>Inspection Finding</b><br/>The Licensee did not immediately investigate an allegation that carried the risk of harm.</p>  |
| <p><b>Outcome</b><br/>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/>

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| Signature of Inspector<br> | Date<br>April 6, 2016 |
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