

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

Inspection Information	
Date of Inspection: July 28, 2016	Name of Inspector: Mark Dennis
Inspection Type: Routine Inspection	
Licensee: DeMac Properties Inc. / 89 Raglan Street, Collingwood, ON L9Y 0B2 (the "Licensee")	
Retirement Home: Raglan Village Retirement / 89 Raglan Street, Collingwood, ON L9Y 0B2 (the "home")	
Licence Number: N0009	

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 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> <ul style="list-style-type: none"> (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, <ul style="list-style-type: none"> (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.
<p>Inspection Finding</p> <p>The Licensee emergency plan did not include annual testing with community agencies that may respond to an emergency situation involving loss of essential services, missing resident, medical emergencies or violent outbursts. Further, the Licensee was unable to show proof that a full evacuation of the home was conducted in the last 2 years. Furthermore, the Licensee did not provide a written record of the testing and changes made to improve the emergency plan system.</p>

Outcome

The Licensee submitted a plan to achieve compliance by October 31, 2016. RHRA to confirm compliance by inspection

- 2. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.
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):

24. (4) The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency.

25. (5) The licensee shall ensure that the emergency plan for the retirement home is evaluated and updated at least annually and that the updating includes contact information for the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency.

Inspection Finding

The Licensee emergency plan identified community agencies involved in an emergency response but in the event of an evacuation there was no agreement with a community partner to transport residents from the home to temporary lodging. Further the Licensee was unable to show evidence that the emergency plan has been evaluated and updated annually.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

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 August 30, 2016
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