

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

| Inspection Information | |
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| Date of Inspection: November 23, 2016 | Name of Inspector: Michele Davidson |
| Inspection Type: Routine Inspection | |
| Licensee: Elgin Manor Communities Inc. / 80 Elgin Mills Road, Richmond Hill, ON L4C 0L3 (the "Licensee") | |
| Retirement Home: Delmanor Elgin Mills / 80 Elgin Mills Road, Richmond Hill, ON L4C 0L3 (the "home") | |
| Licence Number: T0050 | |

| Purpose of Inspection |
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| The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE |
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| <p>1. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <p>(d) the final resolution, if any, of the complaint;</p> <p>(e) every date on which any response was provided to the complainant and a description of the response;</p> |
| <p>Inspection Finding</p> <p>The Licensee has a complaints form, however that form does not allow for the provision of a final resolution and the communication of responses to the complainant.</p> |
| <p>Outcome</p> <p>The Licensee took corrective action to achieve compliance.</p> |
| <p>2. The Licensee failed to comply with O. Reg. 166/11, s. 22; Risk of falls.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>22. (1) Every licensee of a retirement home shall develop, document and implement strategies to reduce or mitigate the risk of falls in common areas of the home.</p> |

Inspection Finding

The Licensee failed to show proof of the implementation of their falls policy. Specifically, the residence did not use an assessment tool to determine the resident's risk of falls.

Outcome


The Licensee submitted a plan to achieve compliance by January 15, 2017. 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/>

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| Signature of Inspector  | Date December 16, 2016 |
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