

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

Inspection Information	
Date of Inspection: January 30, 2017	Name of Inspector: Douglas Crust
Inspection Type: Routine Inspection	
Licensee: Palermo G.P. Inc. / 2121 Argentia Road, Mississauga, ON L5N 2X4 (the "Licensee")	
Retirement Home: Palermo Village Retirement Residence / 3136 Dundas Street, Oakville, ON L6M 4J3 (the "home")	
Licence Number: T0418	

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. 11; Posted information.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>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:</p> <ul style="list-style-type: none"> 3. An explanation of the procedures to be followed in the case of an evacuation. 6. A copy of the most recent final inspection report prepared by an inspector under section 77 of the Act, subject to section 114 of the Act.
<p>Inspection Finding</p> <p>At the time of the inspection, the Licensee did not post in the home information concerning the procedure to be followed in case of an evacuation and a copy of the most recent final inspection report, as prescribed.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by February 27, 2017. RHRA to confirm compliance by inspection.</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>

(b) at least once every two years, conduct a planned evacuation of the retirement home;

Inspection Finding

At the time of the inspection, the Licensee could not demonstrate evidence of conducting a planned full evacuation every two years, as prescribed.

Outcome

The Licensee submitted a plan to achieve compliance by February 27, 2017. RHRA to confirm compliance by inspection.

- 3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.**
The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Additional training for direct care staff.
The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.

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

65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

(d) the licensee’s policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;

65. (5) The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this section:

3. Behaviour management.

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.

Inspection Finding

At the time of the inspection, the Licensee was not able to provide evidence of training for all staff in each of the prescribed areas.

Outcome


The Licensee has submitted a plan to achieve compliance by February 17, 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/>

Signature of Inspector 	Date February 17, 2017
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