

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

Inspection Information	
Date of Inspection: March 20, 2017	Name of Inspector: Mark Dennis
Inspection Type: Mandatory Reporting Inspection	
Licensee: 783720 Ontario Inc / 234 Bay Street, Orillia, ON L3V 3W8 (the "Licensee")	
Retirement Home: Birchmere Retirement Residence / 234 Bay Street, Orillia, ON L3V 3W8 (the "home")	
Licence Number: N0026	

Purpose of Inspection
The RHRA received a report under section 75(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. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (4) 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>
<p>Inspection Finding</p> <p>The Licensee has a Zero Tolerance of Abuse and Neglect policy that includes procedures to investigate allegations of abuse and/or neglect. The Licensee received information that three residents of the home had been abused by another resident. The home did not conduct an immediate investigation or take appropriate action or follow the prescribed requirements involving one of the three residents as required by the policy. Further, the Licensee did not document the incident in one of the involved resident health file or conduct a physical assessment of the resident as required by the policy.</p>
<p>Outcome</p> <p>The Licensee took corrective action to achieve compliance.</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 May 4, 2017
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