

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

Inspection Information	
Date of Inspection: May 30, 2017	Name of Inspector: Georges Gauthier
Inspection Type: Complaint Inspection	
Licensee: Mountainview Residence Inc. / 222 Mountainview Road, Georgetown, ON L7G 3R2 (the "Licensee")	
Retirement Home: Mountainview Residence / 222 Mountainview Road, Georgetown, ON L7G 3R2 (the "home")	
Licence Number: T0169	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>47. (4) Subject to subsections (5) and (6), a plan of care for a resident is complete if the plan, (b) sets out, (ii) the names and contact information of the resident's substitute decision-makers, if any,</p>
<p>Inspection Finding</p> <p>The plan of care did not contain the names and contact information of the resident's substitute decision-makers. This lead to a failure to contact a resident's substitute decision maker in relation to an incident that had occurred when the Licensee's computer system was not functioning.</p>
<p>Outcome</p> <p>The Licensee took corrective action to achieve compliance.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p>

(b) the licensee’s policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;
(h) the emergency plan and the infection prevention and control program of the licensee for the home mentioned in subsection 60 (4);

Inspection Finding

A staff member employed by the home did not receive training in the Licensee’s abuse policy and the emergency plan prior to working in the home.

Outcome


The Licensee took corrective action to achieve compliance.

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 July 20, 2017
---	---------------------------