

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

Inspection Information	
<b>Date of Inspection:</b> May 8, 2017	<b>Name of Inspector:</b> Michele Davidson
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Amica Mature Lifestyles Inc. / Style de Vie Amica Inc. / 20 Queen Street, Toronto, ON M5H 3R4 (the "Licensee")	
<b>Retirement Home:</b> Amica at Whitby / 200 Kenneth Hobbs Avenue, Whitby, ON L1R 0G6 (the "home")	
<b>Licence Number:</b> T0146	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 60; Standards.</b>  <b>The Licensee failed to comply with O. Reg. 166/11, s. 34; Assistance with feeding.</b>  <b>The Licensee failed to comply with O. Reg. 166/11, s. 36; Continence care.</b>  <b>The Licensee failed to comply with O. Reg. 166/11, s. 39; Assistance with ambulation.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>60. (1)</b> Every licensee of a retirement home shall ensure that the care services that the licensee and the staff of the home provide to the residents of the home meet the prescribed care standards.</p> <p><b>34.</b> If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with feeding, the licensee shall ensure that,</p> <p style="padding-left: 40px;">(b) the resident receives assistance, if required, to eat and drink as safely, comfortably and independently as possible, including assistance with any eating aids or assistive devices and any necessary encouragement;</p> <p><b>36. (1)</b> If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is continence care, the licensee shall establish a continence care program that includes,</p> <p style="padding-left: 40px;">(d) strategies to maximize the resident's independence, comfort and dignity, including the use of equipment, supplies, devices and assistive aids.</p> <p><b>39.</b> If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with ambulation, the licensee shall ensure that,</p> <p style="padding-left: 40px;">(a) staff use safe transferring and positioning devices or techniques when assisting the resident;</p>

**Inspection Finding**

The care provided to a resident did not meet the prescribed standards of care for the care services listed.

**Outcome**

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

- 2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.  
The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Compliance with plan.**

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

**62. (4)** The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,

- (b) the planned care services for the resident that the licensee will provide, including,
  - (iii) clear directions to the licensee’s staff who provide direct care to the resident;

**62. (10)** The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.

**Inspection Finding**

The Licensee’s plan of care for a resident did not provide clear direction to staff.

**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  September 18, 2017
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