RHRA Retirement Homes Regulatory Authority

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

| **Inspection Information** | |
|---|---|
| **Date of Inspection:** September 19, 2017 | **Name of Inspector:** Julie Hebert |
| **Inspection Type:** Mandatory Reporting Inspection | |
| **Licensee:** 2548473 Ontario Inc. / 953 Massimo Crescent, Windsor, ON N9G 3C6 (the "Licensee") | |
| **Retirement Home:** Heritage Court Retirement Home / 479 Hughes Street, Dresden, ON N0P 1M0 (the "home") | |
| **Licence Number:** S0424 | |

| **Purpose of Inspection** |
|---|
| The RHRA received a report under section 75(1) of the *Retirement Homes Act, 2010* (the "RHA"). |

| **NON-COMPLIANCE** |
|---|
| **1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 74; Licensee's duty to respond to incidents of wrongdoing.**<br><br>Specifically, the Licensee failed to comply with the following subsection(s):<br><br>**74.** Every licensee of a retirement home shall ensure that,<br>(a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated:<br>(i) abuse of a resident of the home by anyone, |
| **Inspection Finding**<br>There is no evidence to suggest that an incident of financial abuse to a resident was investigated by the home. |
| **Outcome**<br>The Licensee submitted a plan to achieve compliance by October 20, 2017. RHRA to confirm compliance by inspection. |
| **2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar.**<br><br>Specifically, the Licensee failed to comply with the following subsection(s): |

**75. (1)** A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.

**Inspection Finding**

The incident of financial abuse was not reported to the Registrar.

**Outcome**

The Licensee submitted a plan to achieve compliance by October 18, 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 |
|---|---|
| Julie Hebert | October 26, 2017 |