

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

Inspection Information	
<b>Date of Inspection:</b> September 1, 2017	<b>Name of Inspector:</b> Mark Tonkin
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> William Russell / 11118 Highway 124, South River, ON P0A 1X0 (the "Licensee")	
<b>Retirement Home:</b> Southwind Retirement Home / 11118 Highway 124, Machar Township, ON P0A 1X0 (the "home")	
<b>Licence Number:</b> N0182	

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><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>24. (4)</b> The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency.</p> <p><b>24. (5)</b> The licensee shall,</p> <p style="padding-left: 40px;">(b) at least once every two years, conduct a planned evacuation of the retirement home;</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to maintain current arrangements with partner facilities, community agencies and resources involved in responding to an emergency, and further, the Licensee failed to conduct a planned evacuation of the retirement home at least once every two years.</p>
<p><b>Outcome</b></p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Contents.</b></p> <p><b>The Licensee failed to comply with O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

**67. (5)** At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,  
(e) contain procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents;

**15. (2)** The procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents described in clause 67 (5) (e) of the Act shall include details outlining who will undertake the investigation and who will be informed of the investigation.

**15. (3)** The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,  
(c) identify measures and strategies to prevent abuse and neglect;

**Inspection Finding**

The Licensee's Zero Tolerance of Abuse and Neglect Policy was not aligned with current legislative requirements regarding investigative procedures, and measures and strategies to prevent abuse and neglect.

**Outcome**

The Licensee must take corrective action to achieve compliance.

**3. The Licensee failed to comply with O. Reg. 166/11, s. 30; Storage of drugs or other substances.**

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

**30.** If drugs or other substances are stored in a retirement home on behalf of a resident, the licensee of the home shall ensure that,  
(b) controlled substances as defined in the Controlled Drugs and Substances Act (Canada) are stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart;

**Inspection Finding**

The Licensee failed to ensure that controlled substances were stored in accordance with the requirements of legislation.

**Outcome**

The Licensee must take corrective action to achieve compliance.

**4. The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records.**

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

**55. (2)** The record for each resident shall include,  
(d) a copy of the resident's most recent plan of care;

**Inspection Finding**

The Licensee failed to keep a record of the most recent plans of care for any of the residents.

**Outcome**

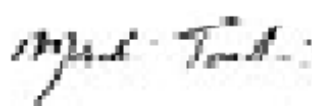
The Licensee must take corrective action to achieve compliance.

**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 November 22, 2017
---	---------------------------