

## FINAL INSPECTION REPORT

### Under the *Retirement Homes Act, 2010*

Inspection Information	
<b>Date of Inspection:</b> January 18, 2018	<b>Name of Inspector:</b> Georges Gauthier
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> 480313 Ontario Inc. / 335 Dundas Street, Waterdown, ON L0R 2H0 (the "Licensee")	
<b>Retirement Home:</b> Waterdown Manor / 335 Dundas Street, Waterdown, ON L0R 2H0 (the "home")	
<b>Licence Number:</b> T0184	

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. 9; Agreement before resident commences residency.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>9.</b> The agreement that subsection 53 (1) of the Act requires the licensee of a retirement home to enter into with a resident of the home shall contain,</p> <p style="padding-left: 40px;">(d) under the heading mentioned in clause (a), a statement from the licensee that,</p> <p style="padding-left: 80px;">(i) the licensee has given to the resident the package of information required by clause 54 (1) (a) of the Act,</p> <p style="padding-left: 80px;">(ii) the package includes all of the information required under subsection 54 (2) of the Act,</p> <p style="padding-left: 80px;">(iii) the licensee warrants that all of the information that the licensee provided in the package was accurate and complete on the date of the agreement.</p> <p>(a) the heading Retirement Homes Act, 2010 Provisions or the equivalent of that heading in the language of the agreement if the agreement is not in English;</p> <p>(b) under the heading mentioned in clause (a), a notice to the resident that sections 77 and 80 of the Act authorize an inspector or an investigator respectively to inspect, copy and remove records containing a resident's personal information, including personal health information, from the home for the purpose of determining whether the licensee is in compliance with the requirements of the Act;</p> <p>(c) under the heading mentioned in clause (a), a statement as to whether or not the licensee will indemnify the resident against loss of the resident's possessions and if so, the details of the indemnification, including the extent to which the resident's possessions are insured by the licensee;</p>

**Inspection Finding**

The listed items were not addressed in relation to resident agreements.

**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 O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.**

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

**25. (2)** The licensee shall ensure that the development of the emergency plan includes,  
(a) consultation with the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency;

**25. (3)** The licensee shall ensure that the emergency plan provides for the following:  
3. Resources, supplies and equipment vital for the emergency response being set aside and readily available at the retirement home and regular testing of all such resources, supplies and equipment to ensure that they are in working order.

**Inspection Finding**

The listed items were not fully addressed in relation to the emergency plan.

**Outcome**

The Licensee submitted plan to achieve compliance by February 28, 2018. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; On-going training. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.**

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

**65. (4)** The licensee shall ensure that the persons who are required to receive the training described in subsection (2) receive on-going training as described in that subsection at the times required by the regulations.

**14. (2)** For the purposes of subsection 65 (4) of the Act, the licensee shall ensure that the persons who are required to receive training under subsection 65 (2) of the Act receive the training at least annually.

**Inspection Finding**

The listed items were not fully addressed in relation to some staff.

**Outcome**

The Licensee submitted plan to achieve compliance by February 28, 2018. RHRA to confirm compliance by inspection.

**4. 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,

(a) the drugs or other substances are stored in an area or a medication cart that,

(i) is used exclusively for drugs or other substances and for supplies related to drugs or other substances,

**Inspection Finding**

The listed requirement was not met at the time of inspection.

**Outcome**

The Licensee submitted plan to achieve compliance by February 28, 2018. 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 February 2, 2018
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