

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

Inspection Information	
Date of Inspection: January 3, 2018	Name of Inspector: Debbie Rydall
Inspection Type: Mandatory Reporting Inspection	
Licensee: 2596217 Ontario Inc. / 515 Consumer's Road, North York, ON M2J 4Z2 (the "Licensee")	
Retirement Home: Lakeridge Seniors Residence / 7 Harriet Street, Penetanguishene, ON L9M 1K8 (the "home")	
Licence Number: N0469	

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>1. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ul style="list-style-type: none"> (a) the nature of each verbal or written complaint; (b) the date that the complaint was received; (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required; (d) the final resolution, if any, of the complaint; (e) every date on which any response was provided to the complainant and a description of the response; (f) any response made in turn by the complainant.
<p>Inspection Finding</p> <p>The inspection verified that the home was aware of concerns that should have been recognized as complaints. Further; the home failed to keep a written record in the home as per the requirements of the legislation.</p>
<p>Outcome</p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 20; Food preparation. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

20. (4) The licensee shall ensure that whenever food is prepared in the retirement home, at least one person involved in preparing the food holds a current certificate in food handling from the local public health unit or has recently successfully completed a food handling training program equivalent to that offered by public health units.

40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,

- (c) the menu is varied and changes daily;
- (d) the menu cycle changes at least every 21 days;
- (g) the resident is informed of his or her daily and weekly menu options;

Inspection Finding

The inspection verified that the home did not have the required menu cycle in place or that residents were informed of their weekly menu options. Further; at the time of the inspection the staff member cooking the main meal did not hold a certificate in food handling. The staff schedule verified that not all the required staff involved in preparing food had the required certificate in food handling from the local public health as required by the legislation.

Outcome

The Licensee must take corrective action to achieve compliance.

3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 58; Duties of licensee. The Licensee failed to comply with O. Reg. 166/11, s. 12; Residents' Council.

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

58. (1) If a Residents' Council has been established for a retirement home, the licensee of the home shall,
(b) consult regularly with the Residents' Council and at a minimum at least every three months.

12. (1) For the purposes of clause 58 (1) (a) of the Act, within 10 days of receiving a request from the Residents' Council, a licensee of a retirement home shall, to the extent that it is reasonably practicable to do so,

- (a) subject to subsections (2) and (3), provide to the Council any information that the Council requests with respect to building maintenance, resident safety and personal care, programming, food and other aspects of life in the home;

Inspection Finding

The home's Resident Council Meeting minutes documented concerns related to the temperature in the home; meals and staffing; however, there was no evidence provided at the time of the inspection to support that the Licensee had responded to the concerns brought forward through the home's Resident Council as is required by the legislation.

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 February 20, 2018
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