

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

Inspection Information	
<b>Date of Inspection:</b> January 9, 2018	<b>Name of Inspector:</b> Debbie Rydall
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> 2596217 Ontario Inc. / 515 Consumer's Road, North York, ON M2J 4Z2 (the "Licensee")	
<b>Retirement Home:</b> Lakeridge Seniors Residence / 7 Harriet Street, Penetanguishene, ON L9M 1K8 (the "home")	
<b>Licence Number:</b> 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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.</b>  <b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Integration of assessments and care.</b>  <b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Compliance with plan.</b>  <b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Documentation.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (4)</b> 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,</p> <ul style="list-style-type: none"> <li>(b) the planned care services for the resident that the licensee will provide, including, <ul style="list-style-type: none"> <li>(i) the details of the services,</li> <li>(iii) clear directions to the licensee's staff who provide direct care to the resident;</li> </ul> </li> <li>(a) the care services that are part of a package of care services that the resident is entitled to receive under the resident's agreement with the licensee, whether or not the resident receives the services;</li> </ul> <p><b>62. (8)</b> The licensee shall ensure that there are protocols to promote the collaboration between the staff, external care providers and others involved in the different aspects of care of the resident,</p> <ul style="list-style-type: none"> <li>(a) in the assessment of the resident so that their assessments are integrated and are consistent with and complement each other;</li> <li>(b) in the development and implementation of the plan of care so that the different aspects of care are integrated and are consistent with and complement each other.</li> </ul>

**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.

**62. (11)** The licensee shall ensure that the following are documented in accordance with the regulations, if any:

1. The provision of the care services set out in the plan of care.

**Inspection Finding**

There was no documented evidence provided at the time of the inspection to support that care services were provided as set out in the plan of care; further the plan of care for a resident did not include all of the care services that the resident was entitled to receive, did not provide clear direction to staff and did not include information relating to care provided by an external care provider as per the requirements of the legislation.

**Outcome**

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

2. **The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; 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. (2)** Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

- (a) the Residents’ Bill of Rights;
- (b) the licensee’s policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;
- (c) the protection afforded for whistle-blowing described in section 115;
- (d) the licensee’s policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;
- (e) injury prevention;
- (f) fire prevention and safety;
- (g) the licensee’s emergency evacuation plan for the home mentioned in subsection 60 (3);
- (h) the emergency plan and the infection prevention and control program of the licensee for the home mentioned in subsection 60 (4);
- (i) all Acts, regulations, policies of the Authority and similar documents, including policies of the licensee, that are relevant to the person’s duties;

**14. (1)** For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.

**Inspection Finding**

The Licensee did not ensure that no staff work in the home unless they have received the required training as per the requirements of the legislation.

**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 February 26, 2018
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