

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

| Inspection Information                                                                                                           |                                         |
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| <b>Date of Inspection:</b> April 6, 2018                                                                                         | <b>Name of Inspector:</b> Douglas Crust |
| <b>Inspection Type:</b> Routine Inspection                                                                                       |                                         |
| <b>Licensee:</b> Caessant Care Nursing and Retirement Homes Limited / 264 Norwich Avenue, Woodstock, ON N4S 3V9 (the "Licensee") |                                         |
| <b>Retirement Home:</b> Caessant Care - Fergus / 450 Queen Street, Fergus, ON N1M 2Y7 (the "home")                               |                                         |
| <b>Licence Number:</b> T0031                                                                                                     |                                         |

| Purpose of Inspection                                                                                                   |
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| The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Contents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>54. (2)</b> The package of information shall include, at a minimum,<br/>(d) the licensee's procedure for complaints mentioned in subsection 73 (1);</p>                                                                                                                                                                                              |
| <p><b>Inspection Finding</b></p> <p>The package of information presented for inspection did not contain all of the information prescribed.</p>                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general. The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.</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> |

- (a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,
  - (i) the loss of essential services,
  - (ii) situations involving a missing resident,
  - (iii) medical emergencies,
- (c) keep a written record of the testing of the emergency plan and planned evacuations and of any changes made to improve the emergency plan.

**25. (2)** The licensee shall ensure that the development of the emergency plan includes,

- (b) identification of hazards and risks that may give rise to an emergency affecting the home, whether the hazards and risks arise within the home or in the surrounding vicinity or community, and strategies to address those hazards and risks.

**25. (3)** The licensee shall ensure that the emergency plan provides for the following:

- 1. Dealing with,
  - iv. bomb threats,
  - vii. situations involving a missing resident,
  - viii. loss of one or more essential services.

**25. (5)** The licensee shall ensure that the emergency plan for the retirement home is evaluated and updated at least annually and that the updating includes contact information for the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency.

**Inspection Finding**

The emergency plan presented for inspection did not contain all of the required content. There was insufficient evidence of current arrangements with community agencies and partners for transportation and place of refuge, and the identification of hazards and risks that may give rise to an emergency affecting the Home. Further, the annual testing of the emergency plan in 2017 was not completed in all required areas, and a written record of testing was not kept, as prescribed. Finally, there was no evidence that the emergency plan as a whole was evaluated and updated in 2017.

**Outcome**

The Licensee submitted a plan to achieve compliance by May 23, 2018. RHRA to confirm compliance by inspection.

- 3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.**  
**The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; On-going training.**  
**The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Additional training for direct care staff.**

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,

- (d) the licensee’s policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;
- (f) fire prevention and safety;

**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.

**65. (5)** The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this section:

- 3. Behaviour management.

**Inspection Finding**

At the time of inspection, there was insufficient evidence to demonstrate that each staff member had completed all of the training as prescribed, including training for new staff and ongoing training.

**Outcome**

The Licensee submitted a plan to achieve compliance by June 1, 2018. RHRA to confirm compliance by inspection.

**4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Contents.**

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

**67. (5)** At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,  
(a) clearly set out what constitutes abuse and neglect;

**Inspection Finding**

The policy to promote zero tolerance of abuse and neglect was found not to be fully aligned with the prescribed requirements. Specifically, the definition of neglect included did not match the definition in the Act.

**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/>

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| Signature of Inspector<br> | Date<br>April 26, 2018 |
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