

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

Inspection Information	
Date of Inspection: May 8, 2018	Name of Inspector: Georges Gauthier
Inspection Type: Mandatory Reporting Inspection	
Licensee: Ontario Retirement Residences Inc. / 462 Keith Crescent, Ottawa, ON K1W 0A5 (the "Licensee")	
Retirement Home: Manoir Rockland Manor / 9045 County Road 17, Rockland, ON K4K 0J9 (the "home")	
Licence Number: N0390	

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. 67; Policy to promote zero tolerance.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (4)</b> Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to ensure compliance with some aspects of the written policy to promote zero tolerance of abuse and neglect of residents in response to an allegation of abuse.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted plan to achieve compliance by May 31, 2018. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>23. (1)</b> Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <p style="padding-left: 40px;">(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p>

- (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;
- (d) protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk to the resident or others in the home.

**Inspection Finding**

There was no evidence to show the behaviour management strategy had been fully implemented for two matters involving behaviours that posed a risk to a resident or others in the home. Further, the behaviour management strategy did not indicate how volunteers were to report behaviours that pose a risk to a resident or others in the home.

**Outcome**

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

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.**

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

- 62. (12)** The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,
- (a) a goal in the plan is met;
  - (b) the resident’s care needs change or the care services set out in the plan are no longer necessary;
  - (c) the care services set out in the plan have not been effective.

**Inspection Finding**

The listed items had not been fully addressed in relation to the reassessment and the review and revision of the plan of care for a resident.

**Outcome**


The Licensee submitted plan to achieve compliance by May 31, 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 May 31, 2018
---	----------------------