

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

Inspection Information	
Date of Inspection: May 29, 2018	Name of Inspector: Julie Hebert
Inspection Type: Routine Inspection	
Licensee: 2604395 Ontario Inc. / 7139 Appletree Lane, Mississauga, ON L5W 1W5 (the "Licensee")	
Retirement Home: Hudson Manor / 36 Lawson Street, Tilbury, ON NOP 2L0 (the "home")	
Licence Number: S0445	

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>1. 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.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><u>24. (4)</u> 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><u>25. (3)</u> The licensee shall ensure that the emergency plan provides for the following:</p> <ol style="list-style-type: none"> 1. Dealing with, <ol style="list-style-type: none"> iii. violent outbursts, 2. Evacuation of the retirement home, including a system in the home to account for the whereabouts of all residents in the event that it is necessary to evacuate and relocate residents and evacuate staff and others in case of an emergency.
<p>Inspection Finding</p> <p>The home's emergency plan and procedures were not in alignment with the above noted legislation.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by June 30, 2018. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Requirements for procedure.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><u>73. (2)</u> The procedure shall comply with the regulations.</p>

<p>Inspection Finding</p> <p>The home's complaint procedure was not in alignment with O.Reg 59(1)(1), 59(1)(2) and 59(1)(3).</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by June 30, 2018. RHRA to confirm compliance by inspection.</p>
<p>3. The Licensee failed to comply with O. Reg. 166/11, s. 29; Administration of drugs or other substances.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>29. 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 administration of a drug or other substance, the licensee shall ensure that,</p> <ul style="list-style-type: none"> (e) if the licensee or a staff member is involved in the administration of the drug or other substance at the home, that the licensee or staff member is trained in, <ul style="list-style-type: none"> (i) ways of reducing the incidence of infectious disease, including maintaining proper hand hygiene, (ii) the safe disposal of syringes and other sharps, (iii) recognizing an adverse drug reaction and taking appropriate action; (c) neither the licensee nor a staff member administers a drug to a resident in the home unless the licensee or the staff member has received training in the procedures applicable to the administration of the drug;
<p>Inspection Finding</p> <p>The home was not able demonstrate that all relevant staff had received training in all aspects of medication administration prior to providing this care service.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by June 30, 2018. RHRA to confirm compliance by inspection.</p>
<p>4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 53; Agreement required.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>53. (1) The licensee of a retirement home shall enter into a written agreement with every resident of the home before the resident commences residency in the home.</p>
<p>Inspection Finding</p> <p>The home was not able to demonstrate that all residents had a written agreement prior to commencing tenancy in the home.</p>
<p>Outcome</p> <p>The Licensee advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>

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 June 6, 2018
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