

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

Inspection Information	
<b>Date of Inspection:</b> May 7, 2018	<b>Name of Inspector:</b> Susan Lines
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Country Haven Retirement Homes Inc. / 105 King Street, Kitchener, ON N2G 2K8 (the "Licensee")	
<b>Retirement Home:</b> Country Haven Retirement Home / 1387 Beachburg Road, Beachburg, ON K0J 1C0 (the "home")	
<b>Licence Number:</b> N0131	

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. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</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>(ii) the goals that the services are intended to achieve,</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. (9)</b> The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:</p> <ul style="list-style-type: none"> <li>1. The resident or the resident's substitute decision-maker.</li> </ul>
<p><b>Inspection Finding</b></p> <p>A resident's plan of care did not set out the dementia care service that the resident was entitled to receive. A second resident's plan of care did not include goals and clear directions for all the care services they were entitled to receive. Four residents' plans of care were not approved by the resident/SDM.</p>

**Outcome**

Licensee submitted a plan to achieve compliance by June 8, 2018. RHRA to confirm compliance by inspection.

**2. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.**

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

**23. (1)** Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

- (a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (b) strategies for interventions to prevent and address resident 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 that the home had implemented strategies or techniques for interventions to prevent and address two Residents' behaviours as required. The home's strategy did not include 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.

**Outcome**


Licensee submitted a plan to achieve compliance by June 8, 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 June 7, 2018
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