

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

| Inspection Information | |
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| Date of Inspection: May 30, 2018 | Name of Inspector: Douglas Crust |
| Inspection Type: Routine Inspection | |
| Licensee: Rosewood Senior Living Inc. / 20 High Park Blvd., Toronto, ON M6R 1M7 (the "Licensee") | |
| Retirement Home: Rosewood Senior Living Inc. / 121 Colborne Street, Simcoe, ON N3Y 4H4 (the "home") | |
| Licence Number: N0446 | |

| 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>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>24. (4) 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>24. (5) The licensee shall,</p> <p style="padding-left: 40px;">(b) at least once every two years, conduct a planned evacuation of the retirement home;</p> <p>25. (3) The licensee shall ensure that the emergency plan provides for the following:</p> <p style="padding-left: 40px;">1. Dealing with,</p> <p style="padding-left: 80px;">v. medical emergencies,</p> <p style="padding-left: 80px;">vii. situations involving a missing resident,</p> <p style="padding-left: 80px;">viii. loss of one or more essential services.</p> |
| <p>Inspection Finding</p> <p>At the time of the inspection the Licensee did not provide evidence of a full evacuation of the Home at least every two years, as prescribed. Further, some content of the emergency plan was either incomplete or not customized to the specifics of the Home. Finally, the current arrangements with community agencies, partner facilities and resources was incomplete because the Licensee could not provide evidence of arrangements to transport residents from the Home in the event of an emergency.</p> |

Outcome

The Licensee submitted a plan to achieve compliance by June 15, 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 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.
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,

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

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.

14. (2) For the purposes of subsection 65 (4) of the Act, the licensee shall ensure that the persons who are required to receive training under subsection 65 (2) of the Act receive the training at least annually.

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 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  | Date June 19, 2018 |
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