

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

Inspection Information	
Date of Inspection: July 23, 2018	Name of Inspector: Douglas Crust
Inspection Type: Routine Inspection	
Licensee: Delmanor Prince Edward Inc. / 4800 Dufferin Street, Toronto, ON M3H 5S9 (the "Licensee")	
Retirement Home: Delmanor Prince Edward Inc. / 4180 Dundas Street, Etobicoke, ON M8X 1X8 (the "home")	
Licence Number: T0397	

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. 15; Policy of zero tolerance of abuse and neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>15. (3) The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,</p> <p style="padding-left: 40px;">(d) provide that the licensee of the retirement home shall ensure that the resident's substitute decision-makers, if any, and any other person specified by the resident,</p> <p style="padding-left: 80px;">(ii) are notified within 12 hours upon the licensee becoming aware of any other alleged, suspected or witnessed incident of abuse or neglect of a resident;</p>
<p>Inspection Finding</p> <p>The policy to promote zero tolerance of abuse and neglect was found not to be aligned with the prescribed requirements.</p>
<p>Outcome</p> <p>The Licensee took corrective action to achieve compliance.</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 August 9, 2018
---	------------------------