

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

Inspection Information	
Date of Inspection: October 15, 2018	Name of Inspector: Georges Gauthier
Inspection Type: Mandatory Reporting Inspection	
Licensee: 1088416 Ontario Inc. / 512 Thunder Bridge Road, Lindsay, ON K9V 4R1 (the "Licensee")	
Retirement Home: Country Estates Retirement Home / 512 Thunder Bridge Road, Lindsay, ON K9V 4R1 (the "home")	
Licence Number: T0017	

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>1. The Licensee failed to comply with O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</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;">(b) contain procedures and interventions to deal with persons who have abused or neglected or allegedly abused or neglected residents, as appropriate;</p> <p>23. (1) 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> <p style="padding-left: 40px;">(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p> <p style="padding-left: 40px;">(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;</p> <p style="padding-left: 40px;">(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.</p>
<p>Inspection Finding</p> <p>The listed items were not addressed in relation to the Licensee's abuse policy. Further, the behaviour management strategy had not been implemented as required in relation to a behaviour that was</p>

demonstrated during the course of a reported incident of abuse. Furthermore, the behaviour management strategy did not address how volunteers are to report or be informed of behaviours that pose a risk.

Outcome

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

2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 118; False information.

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

118. No person shall knowingly provide false or misleading information to an inspector, the Registrar or any person employed or retained by the Authority in any statement or document in respect of any matter relating to this Act or the regulations, whether made or given orally, on paper or electronically.

Inspection Finding

False information was provided to the inspector indicating previously identified non-compliant items related to the abuse policy, the behaviour management strategy, and related training had been addressed; when in fact, they were not.

Outcome


The Licensee must take corrective action to achieve compliance.

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 October 26, 2018
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