

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

Inspection Information	
<b>Date of Inspection:</b> November 13, 2018	<b>Name of Inspector:</b> Georges Gauthier
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> Richard Diamond / 1530 County Road 10, Cherry Valley, ON K0K 1P0 (the "Licensee")	
<b>Retirement Home:</b> Carriage House Retirement Residence / 1530 County Road 10, Cherry Valley, ON K0K 1P0 (the "home")	
<b>Licence Number:</b> N0125	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Contents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>54. (2)</b> The package of information shall include, at a minimum, (k) an itemized list of the different types of accommodation and care services provided in the retirement home and their prices;</p>
<p><b>Inspection Finding</b></p> <p>The listed item was not fully addressed in relation to the information package.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted plan to achieve compliance by December 13, 2018. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 27; Infection prevention and control program.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>27. (7)</b> The licensee of a retirement home shall ensure that waterless, alcohol-based hand sanitizer or another form of hand sanitation that provides equivalent protection against infectious disease transmission is available for use by residents and staff in communal resident areas and in staff work areas.</p>

<p><b>Inspection Finding</b></p> <p>The listed item was not fully addressed in relation to infection control.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted plan to achieve compliance by December 13, 2018. RHRA to confirm compliance by inspection.</p>
<p><b>3. The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>44. (2)</b> The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:</p> <p>7. The matters listed in subsection 43 (2).</p>
<p><b>Inspection Finding</b></p> <p>The listed item was not fully addressed in relation to the full assessment of a resident. Specifically, there was no evidence to show the presence of infectious diseases and the risk of harm to self and others had been considered.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted plan to achieve compliance by December 13, 2018. RHRA to confirm compliance by inspection.</p>
<p><b>4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Contents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (5)</b> At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,</p> <p>(a) clearly set out what constitutes abuse and neglect;</p>
<p><b>Inspection Finding</b></p> <p>The listed item was not fully addressed in relation to the abuse policy.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted plan to achieve compliance by December 13, 2018. RHRA to confirm compliance by inspection.</p>
<p><b>5. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Requirements for procedure. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

**73. (2)** The procedure shall comply with the regulations.

**59. (2)** The licensee shall ensure that a written record is kept in the retirement home that includes,

- (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
- (d) the final resolution, if any, of the complaint;
- (e) every date on which any response was provided to the complainant and a description of the response;
- (f) any response made in turn by the complainant.

**Inspection Finding**

The listed item was not fully addressed in relation to the complaints procedure as it relates to Regulation 59(1) subsections (2),(3) and (4)(ii). Further, the listed items were not addressed in relation to a written record of a complaint.

**Outcome**

The Licensee submitted plan to achieve compliance by December 13, 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 December 5, 2018
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