

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

| Inspection Information  |                                      |
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| <b>Date of Inspection:</b> January 16, 2019   | <b>Name of Inspector:</b> Tania Buko |
| <b>Inspection Type:</b> Routine Inspection  |                                      |
| <b>Licensee:</b> Caressant Care Nursing and Retirement Homes Limited / 264 Norwich Avenue, Woodstock, ON N4S 3V9 (the "Licensee") |                                      |
| <b>Retirement Home:</b> The Maples Home for Seniors / 94 William Street, Tavistock, ON N0B 2R0 (the "home")                       |                                      |
| <b>Licence Number:</b> S0023  |                                      |

| 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><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>24. (5)</b> The licensee shall,</p> <ul style="list-style-type: none"> <li>(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to, <ul style="list-style-type: none"> <li>(ii) situations involving a missing resident,</li> <li>(iii) medical emergencies,</li> </ul> </li> </ul> |
| <p><b>Inspection Finding</b></p> <p>The Licensee completed the annual testing of their emergency plan; however, testing in the noted areas was not completed within the required time period.</p>   |
| <p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>   |
| <p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>  |

**15. (1)** The program for preventing abuse and neglect described in clause 67 (5) (c) of the Act shall entail training and retraining requirements for all staff of the retirement home, including,  
(b) situations that may lead to abuse and neglect and how to avoid such situations.

**Inspection Finding**

The Licensee's zero tolerance of abuse and neglect policy is not aligned with the legislation in the noted area.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Requirements for procedure.**

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

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

**Inspection Finding**

The Licensee's current complaints management policy is not aligned with the legislation. Specifically, the policy does not include information in relation to responding to complaints within 10 days, O. Reg 59 (1) (2); how the home will manage complaints that cannot be investigated and resolved within 10 business days, O. Reg 59. (1) (3); and information in relation to the response to the complainant, O. Reg. 59 (1) (4) (i)(ii).

**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<br> | Date |
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