

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

Inspection Information	
<b>Date of Inspection:</b> January 23, 2019	<b>Name of Inspector:</b> Debbie Rydall
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> 2596217 Ontario Inc. / 515 Consumer's Road, North York, ON M2J 4Z2 (the "Licensee")	
<b>Retirement Home:</b> Lakeridge Seniors Residence / 7 Harriet Street, Penetanguishene, ON L9M 1K8 (the "home")	
<b>Licence Number:</b> N0469	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 74; Licensee's duty to respond to incidents of wrongdoing.</b></p> <p><b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>74.</b> Every licensee of a retirement home shall ensure that,</p> <p>(a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated:</p> <p>(i) abuse of a resident of the home by anyone,</p> <p>(ii) neglect of a resident of the home by the licensee or the staff of the home,</p> <p>(b) appropriate action as determined in the context of this Part and in the circumstances is taken in response to every incident described in clause (a);</p> <p><b>75. (1)</b> A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:</p> <p>2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.</p>

Inspection Finding
The inspection revealed documented incidents that alleged a resident had sustained 2 falls that may have been a result of being pushed by another resident. Further, documented evidence revealed that the resident may have ingested a cleaning solution that was left accessible to the resident residing on the secured area of the home. The home failed to implement an investigation into any of the incidents in which

the Home suspected or ought to have suspected possible abuse by a resident and neglect specific to the accessible cleaning solution. Further the home failed to report any of these incidents to the RHRA as per the requirements of the legislation.

**Outcome**

The Licensee submitted a plan to achieve compliance by March 5, 2019. RHRA to confirm compliance by Inspection.

**2. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.**

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

- 59. (2)** The licensee shall ensure that a written record is kept in the retirement home that includes,
- (a) the nature of each verbal or written complaint;
  - (b) the date that the complaint was received;
  - (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 evidence supported that the Home had received complaints about the operations of the home; specifically decreased staffing levels and temperature control and had failed to manage the complaints as per the requirements of the legislation. The inspection revealed that complaints had not been documented and followed up as required.

**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 O. Reg. 166/11, s. 21; Hazardous substances.**

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

- 21. (2)** Every licensee of a retirement home shall ensure that all hazardous substances used by staff of the home or under their control are labelled properly and are kept inaccessible to residents at all times.

**Inspection Finding**

The inspection revealed that a cleaning solution, observed at the time of the inspection in the dining room of the secured area of the Home was not kept secure and inaccessible to residents as per the requirements of the legislation

**Outcome**


The Licensee has demonstrated 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/>

Signature of Inspector 	Date February 27, 2019
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