

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

Inspection Information	
<b>Date of Inspection:</b> February 12, 2019	<b>Name of Inspector:</b> Georges Gauthier
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Diversicare Canada Management Services Co., Inc. / 2121 Argentia Road, Mississauga, ON L5X 2X4 (the "Licensee")	
<b>Retirement Home:</b> The Richmond Retirement Residence / 175 North Front Street, Belleville, ON K8P 4Y8 (the "home")	
<b>Licence Number:</b> N0362	

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. 67; Policy to promote zero tolerance.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (4)</b> Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p><b>Inspection Finding</b></p> <p>A resident reported a theft of alcohol in September 2018. Despite video evidence, no actions were taken to protect residents from abuse by a staff member as required by the Licensee's abuse policy and the legislation. A number of other thefts were since reported by residents in the home. In February 2019, the same resident reported an additional theft where video evidence showed the same staff member having exclusive access to the unit on two occasions during the time the alcohol went missing. On each occasion there was no reason for the staff member to be in the resident's unit. The Licensee failed to ensure the abuse policy had been complied with.</p>
<p><b>Outcome</b></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 March 11, 2019
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