

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

Inspection Information	
Date of Inspection: April 10, 2019	Name of Inspector: Susan Lines
Inspection Type: Mandatory Reporting Inspection	
Licensee: Precision Health Limited / 2 Waddell Avenue, Dartmouth, NS B3P 1K3 (the "Licensee")	
Retirement Home: Pension du Bonheur / 176 St. Joseph Street, Alfred, ON K0B 1A0 (the "home")	
Licence Number: N0240	

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 the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>75. (1) 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>4. Misuse or misappropriation of a resident's money.</p>
<p>Inspection Finding</p> <p>The home had reasonable grounds to suspect the misappropriation of a resident's money had occurred and failed to report it to the Registrar as required.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (4) 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>Inspection Finding</p> <p>The Licensee failed to ensure that the home fully implemented their abuse policy when they had reasonable grounds to suspect the misappropriation of a resident’s money had occurred.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p>3. The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>55. (5) A licensee of a retirement home shall keep records proving compliance with the Act and this Regulation in relation to,</p> <p style="padding-left: 40px;">(c) the skills, qualifications and training of the staff who work in the home;</p>
<p>Inspection Finding</p> <p>The home did not have a written record of a staff’s training when they were required to have one.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</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 April 25, 2019
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