

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

Inspection Information	
<b>Date of Inspection:</b> May 30, 2019	<b>Name of Inspector:</b> Julie Hebert
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> Oxford SC Shoreview Windsor LP / 2275 Upper Middle Road, Oakville, ON L6H 0C3 (the "Licensee")	
<b>Retirement Home:</b> The Shoreview at Riverside / 245 Drouillard Road, Windsor, ON N8Y 2P4 (the "home")	
<b>Licence Number:</b> S0468	

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 O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>25. (3)</b> The licensee shall ensure that the emergency plan provides for the following:</p> <p>2. Evacuation of the retirement home, including a system in the home to account for the whereabouts of all residents in the event that it is necessary to evacuate and relocate residents and evacuate staff and others in case of an emergency.</p>
<p><b>Inspection Finding</b></p> <p>The home's emergency plan was not in alignment with the above-noted section of the regulations.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance June 17, 2019. RHRA to confirm compliance by inspection.</p>
<p><b>2. 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. (1)</b> Subject to section 46, no later than 14 days after a resident commences residency in a retirement home, the licensee shall ensure that a full assessment of the resident's care needs and preferences is conducted.</p>

<p><b>Inspection Finding</b></p> <p>The home was not able to demonstrate that all residents had a full assessment completed within the appropriate time frames.</p>
<p><b>Outcome</b></p> <p>The Licensee they have taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p><b>3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>65. (2)</b> Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> <ul style="list-style-type: none"> <li>(b) the licensee’s policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;</li> <li>(d) the licensee’s policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;</li> </ul> <p><b>14. (1)</b> For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.</p>
<p><b>Inspection Finding</b></p> <p>The home was not able to demonstrate that all staff had completed all required training at orientation.</p>
<p><b>Outcome</b></p> <p>The Licensee advised they have taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p><b>4. The Licensee failed to comply with O. Reg. 166/11, s. 20; Food preparation.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>20. (4)</b> The licensee shall ensure that whenever food is prepared in the retirement home, at least one person involved in preparing the food holds a current certificate in food handling from the local public health unit or has recently successfully completed a food handling training program equivalent to that offered by public health units.</p>
<p><b>Inspection Finding</b></p> <p>The home was not able to demonstrate that whenever food was prepared in the retirement home, at least</p>

one person involved in preparing the food held a current certificate in food handling from the local public health unit or had recently successfully completed a food handling training program equivalent to that offered by public health units.

**Outcome**

The Licensee advised they have 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 June 10, 2019
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