

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

Inspection Information	
<b>Date of Inspection:</b> September 18, 2019	<b>Name of Inspector:</b> Sabrina Gill
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> Guelph Rest Home Inc / 2113 Gordon Street, Guelph, ON N1L 1G7 (the "Licensee")	
<b>Retirement Home:</b> Heritage House Guelph / 2113 Gordon Street, Guelph, ON N1L 1G7 (the "home")	
<b>Licence Number:</b> T0116	

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. 56; Format and retention of records.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>56. (3)</b> The licensee shall ensure that each of the records is kept in a readable and useable format that allows a complete copy of the record to be readily produced.</p>
<p><b>Inspection Finding</b></p> <p>During the inspection, the home's complaints log was not readily produced.</p>
<p><b>Outcome</b></p> <p>The Licensee took corrective action to achieve compliance.</p>
<p><b>2. 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> <p>(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,</p> <p>(i) the loss of essential services,</p> <p>(iii) medical emergencies,</p> <p>(iv) violent outbursts;</p>

<p><b>Inspection Finding</b></p> <p>The Licensee failed to on an annual basis test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency related to loss of essential services, medical emergencies, and violent outbursts.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted plan to achieve compliance by December 31, 2019. RHRA to confirm compliance by inspection.</p>
<p><b>3.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to at least every two years conduct a planned evacuation of the retirement home.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted plan to achieve compliance by November 30, 2019. RHRA to confirm compliance by inspection.</p>
<p><b>4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; On-going 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. (4)</b> The licensee shall ensure that the persons who are required to receive the training described in subsection (2) receive on-going training as described in that subsection at the times required by the regulations.</p> <p><b>14. (2)</b> For the purposes of subsection 65 (4) of the Act, the licensee shall ensure that the persons who are required to receive training under subsection 65 (2) of the Act receive the training at least annually.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to ensure that staff receive annual training in the areas listed under Act s.65(2).</p>
<p><b>Outcome</b></p> <p>The Licensee submitted plan to achieve compliance by December 31, 2019. 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  October 21, 2019
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