

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

Inspection Information	
<b>Date of Inspection:</b> October 22, 2019	<b>Name of Inspector:</b> Mark Dennis
<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> Georgian Bay Seniors Lodge / 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. 62; Assessment of resident.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (6)</b> The licensee shall ensure that the plan of care is based on an assessment of the resident and the needs and preferences of the resident.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to ensure that the plan of care was based on an assessment of a resident and the needs and preferences of that resident.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by November 30, 2019. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>23. (1)</b> Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <p>(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p>

(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;

**Inspection Finding**

The Licensee failed to implement behaviour management strategies and interventions for a resident whose behaviour posed a risk of harm to others in the home.

**Outcome**

The Licensee submitted a plan to achieve compliance by December 15, 2019. RHRA to confirm compliance by inspection

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.**

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

**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.

**Inspection Finding**

The Licensee received an allegation of abuse and failed to comply with the home Zero Tolerance of Abuse and Neglect policy.

**Outcome**


The Licensee took corrective action to achieve compliance.

**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 November 06, 2019
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