

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

Inspection Information	
<b>Date of Inspection:</b> February 19, 2020	<b>Name of Inspector:</b> Tania Buko
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Debbie Moore / 29 Albert Street, St. Jacobs, ON N0B 2N0 (the "Licensee")	
<b>Retirement Home:</b> Village Manor / 29 Albert Street, St. Jacobs, ON N0B 2N0 (the "home")	
<b>Licence Number:</b> T0242	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<b>1. The Licensee failed to comply with an Order made under s. 90 RHA, S.O.2010.</b>
<p><b>Inspection Finding</b> Inspection revealed the Licensee is in contravention of compliance order 2019-T0242-90-01 dated June 14, 2019.</p>
<p><b>Outcome</b> The Licensee must take corrective action to achieve compliance.</p>
<b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 118; False information.</b>
<p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>118.</b> No person shall knowingly provide false or misleading information to an inspector, the Registrar or any person employed or retained by the Authority in any statement or document in respect of any matter relating to this Act or the regulations, whether made or given orally, on paper or electronically.</p>
<p><b>Inspection Finding</b> False and/or misleading information was provided to the inspector by a manager in the home during the course of the inspection.</p>
<p><b>Outcome</b> The Licensee must take corrective action to achieve compliance.</p>

**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 failed to follow the directives of their zero tolerance of abuse and neglect policy in the management of an incident of alleged resident to resident sexual abuse as one of the resident's substitute decision-makers was not notified immediately.

**Outcome**

The Licensee must take corrective action to achieve compliance.

**4. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.**

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

**23. (1)** Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

- (a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

**Inspection Finding**

The Licensee failed to implement their behaviour management strategies as there was insufficient evidence of monitoring and no evidence of strategies, and interventions in place to address and prevent behaviours of a resident who poses a risk of harm to other residents in the home.

**Outcome**

The Licensee must take 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 Retirement Home Database, available online at <http://www.rhra.ca/en/retirement-home-database>.

Signature of Inspector 	Date March 17, 2020
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