

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

Inspection Information	
<b>Date of Inspection:</b> April 7, 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
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (2)</b> Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee neglected residents of the home by failing to fully implement the directives of Ontario's Chief Medical Officer of Health related to protecting seniors from COVID-19. These failures jeopardized the lives and safety of residents.</p>
<p><b>Outcome</b></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 Retirement Home Database, available online at <http://www.rhra.ca/en/retirement-home-database>.

Signature of Inspector 	Date April 10, 2020
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