

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

Inspection Information	
<b>Date of Inspection:</b> September 3, 2020	<b>Name of Inspector:</b> Rachelle Harber
<b>Inspection Type:</b> Compliance Inspection	
<b>Licensee:</b> Oxford SC Garrison Fort Erie LP. / 5420 Service Rd, Burlington, ON L7L 6C7 (the "Licensee")	
<b>Retirement Home:</b> Garrison Place / 373 Garrison Road, Fort Erie, ON L2A 1N1 (the "home")	
<b>Licence Number:</b> S0478	

Purpose of Inspection
The RHRA conducts compliance inspections as set out in section 77(1) 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. 55; Contents of records.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>55. (5)</b> A licensee of a retirement home shall keep records proving compliance with the Act and this Regulation in relation to,</p> <p>(c) the skills, qualifications and training of the staff who work in the home;</p>
<p><b>Inspection Finding</b></p> <p>The home has advised that staff has been trained in IPAC measures including donning and doffing of PPE, however the home failed to provide a record to prove the training.</p>
<p><b>Outcome</b></p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 17; Cleanliness.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>17. (3)</b> The licensee shall document the routines and methods used to comply with subsections (1) and (2).</p>
<p><b>Inspection Finding</b></p> <p>The home failed to provide evidence of complete cleaning records at this inspection.</p>

<p><b>Outcome</b></p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p><b>3. 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> <ul style="list-style-type: none"> <li>(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;</li> <li>(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;</li> <li>(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;</li> <li>(d) protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk to the resident or others in the home.</li> </ul> <p><b>23. (2)</b> The licensee shall ensure that all staff who provide care services to residents are advised at the beginning of every shift of each resident whose behaviours require heightened monitoring because those behaviours pose a risk to the resident or others in the home.</p>
<p><b>Inspection Finding</b></p> <p>The home identified one resident as displaying behaviors that posed a risk to the resident or others in the home. The home failed to provide documented evidence of behavior management strategies.</p>
<p><b>Outcome</b></p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p><b>4. The Licensee failed to comply with O. Reg. 166/11, s. 27; Infection prevention and control program.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>27. (5)</b> The licensee of a retirement home shall ensure that,</p> <ul style="list-style-type: none"> <li>(0.b) all reasonable steps are taken in the retirement home to follow, <ul style="list-style-type: none"> <li>(i) any directive respecting coronavirus (COVID-19) issued to long-term care homes by the Chief Medical Officer of Health under section 77.7 of the Health Protection and Promotion Act,</li> </ul> </li> </ul>
<p><b>Inspection Finding</b></p> <p>The home advised that they have staffing contingency plans in place, however the home failed to provide documentation of the contingency plans.</p>

**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  RN	Date October 21, 2020
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