

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

Inspection Information	
<b>Date of Inspection:</b> December 16, 2020	<b>Name of Inspector:</b> Mark Dennis
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> Empire Living Centre Inc. / 1673 Richmond Street, London, ON N6G 2N3 (the "Licensee")	
<b>Retirement Home:</b> Empire Living Centre / 425 Fraser Street, North Bay, ON P1B 3X1 (the "home")	
<b>Licence Number:</b> N0044	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 60; Standards.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>60. (1)</b> Every licensee of a retirement home shall ensure that the care services that the licensee and the staff of the home provide to the residents of the home meet the prescribed care standards.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to ensure that the care services that the licensee and the staff of the home provided to a resident of the home met the prescribed care standards. Specifically, the Licensee provides provision of a meal as a care service and failed to ensure that staff monitor a resident during meals as required.</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. 40; Provision of a meal.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>40.</b> If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,</p> <p>(j) staff monitor the resident during meals as required;</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to ensure staff monitor a resident during meals as required.</p>


<p><b>Outcome</b></p> <p>The Licensee took corrective action to achieve compliance.</p>
<p><b>3. 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 a residents' plan of care was based on an assessment of the resident and the needs and preferences of the resident. Specifically, neither the reassessment nor the plan of care identified that a resident was incontinent.</p>
<p><b>Outcome</b></p> <p>The Licensee took corrective action to achieve compliance.</p>
<p><b>4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Compliance with plan.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (10)</b> The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to ensure that a care service provided to a resident was provided in accordance with the plan of care. Specifically, a resident was provided with meals to ensure hydration and nutrition. The Licensee failed to ensure the resident received the hydration and nutrition in accordance with the plan of care.</p>
<p><b>Outcome</b></p> <p>The Licensee took corrective action to achieve compliance.</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 January 27, 2021
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