

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

Inspection Information	
Date of Inspection: January 27, 2021	Name of Inspector: Julie Hebert
Inspection Type: Routine Inspection	
Licensee: Metcalfe Retirement Inc. / 7139 Appletree Lane, Mississauga, ON L5W 1W5 (the "Licensee")	
Retirement Home: Metcalfe Gardens / 45 Metcalfe Street, St. Thomas, ON N5R 5Y1 (the "home")	
Licence Number: S0475	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with O. Reg. 166/11, s. 17; Cleanliness.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>17. (3) The licensee shall document the routines and methods used to comply with subsections (1) and (2).</p>
<p>Inspection Finding</p> <p>The home was not able to demonstrate that they were documenting cleaning practices in the home.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 27; Infection prevention and control program.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>27. (5) The licensee of a retirement home shall ensure that,</p> <p>(0.b) all reasonable steps are taken in the retirement home to follow,</p> <p>(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,</p> <p>(ii) any guidance, advice or recommendations respecting coronavirus (COVID-19) that are given to long-term care homes by the Chief Medical Officer of Health and made available on the</p>

Government of Ontario's website respecting coronavirus (COVID-19);
(0.a) any guidance, advice or recommendations given to retirement homes by the Chief Medical Officer of Health are followed in the retirement home;

Inspection Finding

The home was not able to demonstrate that they were following all guidance and direction given by the Chief Medical officer, namely, the home staff were not using surgical/medical grade masks. Additionally, the home was not ensuring all proper signage regarding COVID related precautions was posted in the home.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection

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 <i>Julie Hebert</i>	Date February 2, 2021
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