

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

Inspection Information	
<b>Date of Inspection:</b> February 4, 2021	<b>Name of Inspector:</b> Michele Davidson
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> White Cliffe Terrace Ltd. / 5290 Yonge Street, North York, ON M2N 5P9 (the "Licensee")	
<b>Retirement Home:</b> White Cliffe Terrace / 1460 Highway #2, Courtice, ON L1E 3C4 (the "home")	
<b>Licence Number:</b> T0060	

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. 62; Reassessment and revision.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (12)</b> The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,</p>
<p><b>Inspection Finding</b></p> <p>Resident charts reviewed during the inspection, revealed that re-assessments and revisions to plans of care had not been completed within the last six months.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by March 31, 2021. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect.</b></p> <p><b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 68; Same, confinement.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (1)</b> Every licensee of a retirement home shall protect residents of the home from abuse by anyone.</p> <p><b>68. (2)</b> No licensee of a retirement home and no external care providers who provide services in the home shall confine a resident of the home, other than in accordance with section 70 or under the</p>

common law duty mentioned in section 71.

**Inspection Finding**

The inspection revealed the Operator of the home, failed to protect the residents from abuse. Evidence collected during the inspection revealed the Operator removed door handles to confine residents whose plans of care did not include any safety measures.

**Outcome**

The Licensee submitted a plan to achieve compliance by March 31, 2021. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 118; False information.**

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

**118.** 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.

**Inspection Finding**

During the inspection, the Operator knowingly provided false or misleading information to the Inspector.

**Outcome**


The Licensee submitted a plan to achieve compliance by March 15, 2021. 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 	Date March 2, 2021
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