

## FINAL INSPECTION REPORT

### Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: March 16, 2021	Name of Inspector: Georges Gauthier
Inspection Type: Mandatory Reporting Inspection	
Licensee: Seasons Retirement Communities (Trenton) GP Inc. / 1315 North Service Road, Oakville, ON L6H 1A7 (the "Licensee")	
Retirement Home: Seasons Dufferin Centre / 344 Dufferin Avenue, Trenton, ON K8V 5G9 (the "home")	
Licence Number: N0188	

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 style="padding-left: 40px;"><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 style="padding-left: 80px;">(c) the care services set out in the plan have not been effective.</p>
<p><b>Inspection Finding</b></p> <p>A resident's plan of care had not been updated for a resident exhibiting increasing behaviours that posed a risk to others and for which the existing plan of care had not been effective.</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>
<p><b>2. 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 style="padding-left: 40px;"><b>23. (1)</b> Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <p style="padding-left: 80px;">(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p>

<p>(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home; (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home.</p>
<p><b>Inspection Finding</b> The Licensee’s behaviour management strategy had not been fully implemented for a resident that exhibited increasing behaviours that posed a risk to others.</p>
<p><b>Outcome</b> The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p><b>3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>67. (1)</u></b> Every licensee of a retirement home shall protect residents of the home from abuse by anyone.</p>
<p><b>Inspection Finding</b> The Licensee failed to ensure a resident was protected from repeated physical abuse by another resident.</p>
<p><b>Outcome</b> 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 14, 2021