

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

Inspection Information	
Date of Inspection: June 3, 2021	Name of Inspector: Michele Davidson
Inspection Type: Routine Inspection	
Licensee: Infinity Care Homes Inc. / 100 Renfrew Drive, Markham, ON L3R 9R6 (the "Licensee")	
Retirement Home: Memory & Company / 100 Renfrew Drive, Markham, ON L3R 9R6 (the "home")	
Licence Number: T0552	

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 the RHA, S.O. 2010, c. 11, s. 73; Requirements for procedure. The Licensee failed to comply with O. Reg. 166/11, s. 56; Format and retention of records.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>73. (2) The procedure shall comply with the regulations.</p> <p>56. (3) The licensee shall ensure that each of the records is kept in a readable and useable format that allows a complete copy of the record to be readily produced.</p>
<p>Inspection Finding</p> <p>At the time of the inspection the Licensee had a documented procedure for complaints, however, the procedures did not address all components as specified by the Act. Additionally, the record retention for complaints did not record and retain the information as prescribed to enable easy production of the records.</p>
<p>Outcome</p> <p>At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>24. (5) The licensee shall,</p>

(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,

- (i) the loss of essential services,
- (ii) situations involving a missing resident,
- (iii) medical emergencies,
- (iv) violent outbursts;

Inspection Finding

Emergency response plan records reviewed during the inspection, indicated the Licensee had not completed drills in the areas listed.

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 <i>M. Davidson</i>	Date June 22, 2021
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