

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

Inspection Information	
Date of Inspection: June 15, 2021	Name of Inspector: Julie Hebert
Inspection Type: Mandatory Reporting Inspection	
Licensee: AMG London Inc. / 7370 Sierra Morena Blvd, Calgary, AB T3H 4H9 (the "Licensee")	
Retirement Home: The Manor Village at London / 230 Victoria Street, London, ON N6A 2C2 (the "home")	
Licence Number: S0396	

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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p>Inspection Finding</p> <p>The home was not able to demonstrate that they had fully implemented all aspects of their zero-tolerance of abuse policy, when investigating an incident of resident-to-resident physical abuse.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by July 2, 2021. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <p>(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p>


<p>Inspection Finding</p> <p>The home was not able to demonstrate that they had implemented heightened monitoring for the above-mentioned residents following the incident of resident-to-resident abuse.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by July 2, 2021. RHRA to confirm compliance by inspection.</p>
<p>3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Involvement of resident, etc.. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care. The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>62. (5) The licensee shall ensure that the resident, the resident’s substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate in the development, implementation and reviews of the resident’s plan of care.</p> <p>62. (9) The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:</p> <ol style="list-style-type: none"> 1. The resident or the resident’s substitute decision-maker. <p>47. (6) The licensee shall ensure that the resident, the resident’s substitute decision-maker, if any, and any other person designated by the resident or the substitute decision-maker are given an opportunity to participate in the interdisciplinary care conference mentioned in subsection (5).</p>
<p>Inspection Finding</p> <p>The home was not able to demonstrate that substitute decision makers were participating in care conferences or completion of plans of care for all relevant residents. Additionally, the home was not able to demonstrate that resident’s or their substitute decision makers were approving the residents’ plans of care.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by July 2, 2021. 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
	June 28, 2021