

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

Inspection Information	
<b>Date of Inspection:</b> June 14, 2021	<b>Name of Inspector:</b> Shyla Sittampalam
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> Extendicare (Canada) Inc. / 3000 Steeles Avenue, Markham, ON L3R 9W2 (the "Licensee")	
<b>Retirement Home:</b> Lakeland Village / 60 St. George Street, Lindsay, ON K9V 1M7 (the "home")	
<b>Licence Number:</b> T0238	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (9)</b> 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> <p>1. The resident or the resident's substitute decision-maker.</p>
<p><b>Inspection Finding</b></p> <p>During the inspection, resident records reviewed indicated that resident plans of care had not been approved by the resident or SDM.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by August 14, 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. 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>

**Inspection Finding**

During the inspection, resident records reviewed indicated that resident reassessments and revisions of plans of care had not been completed within the prescribed time periods.

**Outcome**

The Licensee submitted a plan to achieve compliance by August 14, 2021. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.**

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

**24. (5)** The licensee shall,

- (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,
- (iii) medical emergencies,

**Inspection Finding**

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

**Outcome**

At the time of the inspection, the Licensee was not in compliance. The home has since taken 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 	Date July 6, 2021
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