

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

| Inspection Information   |                                     |
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| <b>Date of Inspection:</b> June 8, 2021  | <b>Name of Inspector:</b> Gina Cook |
| <b>Inspection Type:</b> Routine Inspection   |                                     |
| <b>Licensee:</b> The Toronto Aged Men's and Women's Home / 55 Belmont Street, Toronto, ON M5R 1R1 (the "Licensee") |                                     |
| <b>Retirement Home:</b> Belmont House / 55 Belmont Street, Toronto, ON M5R 1R1 (the "home")                        |                                     |
| <b>Licence Number:</b> T0187   |                                     |

| Purpose of Inspection   |
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| The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE   |
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| <p><b>1. 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><b>23. (1)</b> Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <ul style="list-style-type: none"> <li>(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;</li> <li>(d) protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk to the resident or others in the home.</li> </ul> |
| <p><b>Inspection Finding</b></p> <p>The Licensee's current behaviour management policy was not aligned with the legislation in the noted areas.</p>  |
| <p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by July 16, 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; Contents of plan.</b><br/><b>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>  |

**62. (4)** The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,

(b) the planned care services for the resident that the licensee will provide, including,

(i) the details of the services,

(ii) the goals that the services are intended to achieve,

(iii) clear directions to the licensee's staff who provide direct care to the resident;

(a) the care services that are part of a package of care services that the resident is entitled to receive under the resident's agreement with the licensee, whether or not the resident receives the services;

**62. (12)** 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,

(b) the resident's care needs change or the care services set out in the plan are no longer necessary;

**Inspection Finding**

The Licensee was unable to demonstrate that all reviewed resident plans of care were compliant in the noted areas.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. 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>.

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| Signature of Inspector<br><br><i>G. Cook</i> | Date<br><br>July 13, 2021 |
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