

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

Inspection Information	
<b>Date of Inspection:</b> June 30, 2021	<b>Name of Inspector:</b> Julie Hebert
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> Amica Mature Lifestyles Inc. / Style de Vie Amica Inc. / 20 Queen Street, Toronto, ON M5H 3R4 (the "Licensee")	
<b>Retirement Home:</b> Amica London / 517 Fanshawe Park Road, London, ON N6G 0C1 (the "home")	
<b>Licence Number:</b> S0101	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>59. (1)</b> Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p> <p>4. A response shall be made to the person who made the complaint, indicating,</p> <p>ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.</p>
<p><b>Inspection Finding</b></p> <p>An allegation surrounding peri-care for a resident was brought forward to the home. Although the home did investigate the claim immediately, they failed to follow up with the complainant following the conclusion of their investigation.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by August 15, 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. 67; Same, neglect. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

**67. (2)** Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

**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**

A resident passed away unexpectedly in the home. The home failed to recognize the need for medical intervention immediately preceding the death, and at the time the resident was found unresponsive. The home had not tested their medical emergency procedures within the required time frame.

**Outcome**

The Licensee submitted a plan to achieve compliance by July 29, 2021. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.**

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

**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;

**Inspection Finding**

The above-mentioned resident experienced skin and wound issues while residing at the home. This resident’s plan of care did not include the details, goals of directions surrounding this care service.

**Outcome**

The Licensee submitted a plan to achieve compliance by July 21, 2021. 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>.

Signature of Inspector  	Date July 26, 2021
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