

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

Inspection Information	
<b>Date of Inspection:</b> June 15, 2021	<b>Name of Inspector:</b> Rachelle Harber
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Lifetimes Limited Partnership / 3200 Dufferin Street, Toronto, ON M6A 3B2 (the "Licensee")	
<b>Retirement Home:</b> Willoughby Manor Retirement Residence / 3584 Bridgewater Street, Niagara Falls, ON L2G 6H1 (the "home")	
<b>Licence Number:</b> S0348	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (1)</b> Every licensee of a retirement home shall protect residents of the home from abuse by anyone.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to protect a resident from emotional abuse. Evidence shows that a family member was inappropriately restricted access to a resident, effectively isolating the resident from her family.</p>
<p><b>Outcome</b></p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p><b>2. 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>i. what the licensee has done to resolve the complaint,</p> <p>ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.</p>

2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.
3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.

- 59. (2)** The licensee shall ensure that a written record is kept in the retirement home that includes,
- (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
  - (d) the final resolution, if any, of the complaint;

**Inspection Finding**

The Licensee did not ensure that the home's complaint procedure was followed in full to deal with a resident's complaint.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

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

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

- 62. (6)** The licensee shall ensure that the plan of care is based on an assessment of the resident and the needs and preferences of the resident.

**Inspection Finding**

The Licensee failed to ensure that the plan of care for one resident was based on an assessment of the resident and the needs and preferences of the resident.

**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>.

Signature of Inspector  RN	Date September 16, 2021
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