

## FINAL INSPECTION REPORT

### Under the *Retirement Homes Act, 2010*

Inspection Information	
<b>Date of Inspection:</b> October 7, 2021	<b>Name of Inspector:</b> Michele Davidson
<b>Inspection Type:</b> Routine 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 Newmarket / 275 Doak Lane, Newmarket, ON L3Y 0A2 (the "home")	
<b>Licence Number:</b> T0145	

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 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>
<p><b>Inspection Finding</b></p> <p>At the time of the inspection, a resident chart which was reviewed did not contain evidence of behaviour management strategies and directions to staff to address and reduce the resident's responsive behaviours.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by December 1, 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; 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 charts reviewed did not contain evidence the resident or substitute decision maker had approved and received a copy of the resident's plan of care.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by November 16, 2021. RHRA to confirm compliance by inspection.</p>
<p><b>3. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general. The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>24. (5)</b> The licensee shall,</p> <ul style="list-style-type: none"> <li>(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, <ul style="list-style-type: none"> <li>(ii) situations involving a missing resident,</li> <li>(iii) medical emergencies,</li> </ul> </li> <li>(b) at least once every two years, conduct a planned evacuation of the retirement home;</li> </ul> <p><b>25. (3)</b> The licensee shall ensure that the emergency plan provides for the following:</p> <ul style="list-style-type: none"> <li>3. Resources, supplies and equipment vital for the emergency response being set aside and readily available at the retirement home and regular testing of all such resources, supplies and equipment to ensure that they are in working order.</li> </ul>
<p><b>Inspection Finding</b></p> <p>A review of the emergency response plan indicated that drills in the areas noted had not been completed within the prescribed timelines. Further, emergency supplies had not been regularly audited.</p>
<p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action to achieve compliance. 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  <i>M. Davidson</i>	Date  October 26, 2021
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