

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

Inspection Information	
Date of Inspection: October 7, 2021	Name of Inspector: Shara Bundy
Inspection Type: Compliance Inspection	
Licensee: 480313 Ontario Inc. / 335 Dundas Street, Waterdown, ON L0R 2H0 (the "Licensee")	
Retirement Home: Waterdown Manor / 335 Dundas Street, Waterdown, ON L0R 2H0 (the "home")	
Licence Number: T0184	

Purpose of Inspection
The RHRA conducts compliance inspections as set out in section 77(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,</p> <p style="padding-left: 40px;">(b) menus provide adequate nutrients, fibre and energy for the resident, include fresh seasonal foods and are consistent with standards of good nutrition in Canada;</p> <p style="padding-left: 40px;">(f) an individualized menu is developed for the resident if the resident's needs cannot be met through the home's menu cycle;</p>
<p>Inspection Finding</p> <p>The Licensee failed to provide adequate menu options for residents with Diabetes. The licensee continues to provide meals with less than adequate nutrition and fresh seasonal foods consistent with standards of good nutrition in Canada.</p>
<p>Outcome</p> <p>The Licensee must take correction action to achieve compliance.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 20; Food preparation.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>20. (2) The licensee shall ensure that all foods and fluids used in food preparation are prepared, stored, and served using methods to prevent contamination and food borne illness.</p>

<p>Inspection Finding</p> <p>The Licensee failed to ensure proper and safe storage of food in the home, including failing to ensure that all foods and fluids used in food preparation are prepared, stored, and served using methods to prevent contamination and food borne illness.</p>
<p>Outcome</p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p>3. The Licensee failed to comply with O. Reg. 166/11, s. 27; Infection prevention and control program.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>27. (5) The licensee of a retirement home shall ensure that,</p> <p>(0.b) all reasonable steps are taken in the retirement home to follow,</p> <p>(i) any directive respecting coronavirus (COVID-19) issued to long-term care homes by the Chief Medical Officer of Health under section 77.7 of the Health Protection and Promotion Act,</p>
<p>Inspection Finding</p> <p>The Licensee failed to follow Directive #3, including screening of visitors for symptoms of COVID-19.</p>
<p>Outcome</p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p>4. The Licensee failed to comply with O. Reg. 166/11, s. 19; Maintenance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>19. (1) Every licensee of a retirement home shall ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.</p> <p>19. (2) The maintenance program shall include policies and procedures for routine, preventative and remedial maintenance of the following in the retirement home:</p> <p>3. If provided by the licensee, ventilation systems, air conditioning systems, hot water holding tanks and computerized systems monitoring the home’s water temperature.</p>
<p>Inspection Finding</p> <p>There was evidence that the Licensee had not kept certain operational systems of the home, notably air conditioning, in good repair. The inspector observed that the air conditioning unit in the dining room was missing, which, in its absence, left the housing for the unit open to the outside.</p>
<p>Outcome</p>

The Licensee must take corrective action to achieve compliance.

5. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 118; False information.

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

118. No person shall knowingly provide false or misleading information to an inspector, the Registrar or any person employed or retained by the Authority in any statement or document in respect of any matter relating to this Act or the regulations, whether made or given orally, on paper or electronically.

Inspection Finding

The Licensee provided false and misleading information to the inspector regarding a Deputy Registrar's Order to Comply.

Outcome

The Licensee must take 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 <i>Shara Bundy</i>	Date November 14, 2021
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