

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

Inspection Information	
Date of Inspection: November 9, 2021	Name of Inspector: Pam Hand
Inspection Type: Compliance Inspection	
Licensee: Netherlands Reformed Congregation at Norwich / 35 Main St East Unit 1, Norwich, ON N0J 1P0 (the "Licensee")	
Retirement Home: Bethany Care Home / 35 Main Street, Norwich, ON N0J 1P0 (the "home")	
Licence Number: S0477	

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. 24; Emergency plan, general.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>24. (5) The licensee shall,</p> <p>(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,</p> <p>(i) the loss of essential services,</p> <p>(iii) medical emergencies,</p> <p>(iv) violent outbursts;</p>
<p>Inspection Finding</p> <p>The Licensee failed to provide documentation of the scenerio's utilized to test the emergency plan annually for response to the loss of essential services, medical emergencies, and violent outbursts.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p>2. 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>

27. (5) The licensee of a retirement home shall ensure that,

(0.b) all reasonable steps are taken in the retirement home to follow,

(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,

(ii) any guidance, advice or recommendations respecting coronavirus (COVID-19) that are given to long-term care homes by the Chief Medical Officer of Health and made available on the Government of Ontario's website respecting coronavirus (COVID-19);

(0.a) any guidance, advice or recommendations given to retirement homes by the Chief Medical Officer of Health are followed in the retirement home;

Inspection Finding

The Licensee was not able to demonstrate they were following the guidance, advice and recommendations given by the Chief Medical Office of Health (CMOH), nor were they following the directives from the CMOH respecting the Coronavirus in the following areas: 1. The visitor sign-in sheet does not contain visitor contact information or the name of the resident being visited. 2. Residents in the common area were observed not maintaining social distancing or wearing masks. 3 The home did not report to the RHRA or Public Health that 5 staff members had positive antigen tests that were not followed up by PCR tests. 4. The home's visitor policy for the home is not compliant with Directive #3. 5. The COVID-19 Outbreak Policy is not compliant with the Regulations. 6. The COVID-19 Vaccine Policy is not compliant with the regulations and does not include volunteers, students, and contractors. 7. Staff are not being required to demonstrate negative antigen test results to the home. 8. Documentation could not be provided to verify visitors were trained on PPE don/doff with a monthly review. .

Outcome


The Licensee demonstrated it has taken corrective action to achieve compliance for points 1, 3, 4, 5, 6, and 7. RHRA to confirm compliance by inspection. The Licensee must take corrective action to achieve compliance for points 2 and 8.

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 November 17, 2021
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