

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

Inspection Information	
Date of Inspection: December 15, 2021	Name of Inspector: Julie Hebert
Inspection Type: Mandatory Reporting Inspection	
Licensee: Oaks Retirement Village Inc. / 80 McNaughton Avenue, Wallaceburg, ON N8A 1R9 (the "Licensee")	
Retirement Home: Oaks Retirement Village / 80 McNaughton Avenue, Wallaceburg, ON N8A 1R9 (the "home")	
Licence Number: S0433	

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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>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,</p> <ul style="list-style-type: none"> (b) the planned care services for the resident that the licensee will provide, including, <ul style="list-style-type: none"> (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; <p>62. (12) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,</p> <ul style="list-style-type: none"> (b) the resident’s care needs change or the care services set out in the plan are no longer necessary;
<p>Inspection Finding</p> <p>An inspection was conducted surrounding the care of a resident in the home. The home wasn’t able to demonstrate this resident’s plan of care included details, goals, and directions to staff surrounding Dementia care for this resident. Furthermore, the home was not able to demonstrate that this resident’s plan of care was updated as their care needs changed.</p>
Outcome

The Licensee submitted a plan to achieve compliance by January 12, 2022. RHRA to confirm compliance by inspection.

- 2. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.
The Licensee failed to comply with O. Reg. 166/11, s. 41; Dementia care program.**

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

14. (3) For the purposes of paragraph 5 of subsection 65 (5) of the Act, every licensee of a retirement home shall ensure that every staff member who provides a care service to a resident has received or receives training in,

- (b) each care service offered in the home so that the staff member is able to understand the general nature of each of those services, the standards applicable under the Act to each of those services and the aspects of each of those services that may be relevant to the staff member's own duties in the home.

14. (5) The licensee shall ensure that the persons who are required to receive the training described in subsection 65 (5) of the Act receive that training on an ongoing basis, namely at least annually after receiving the training described in subsection (4).

41. (2) The program shall include,

- (a) therapies, techniques and activities, including mental stimulation, to maximize the functioning and independence of the resident in the areas of physical, cognitive, sensory and social abilities;
- (c) therapies, techniques and activities to promote quality of life and wellbeing for the resident;

41. (5) The program shall be evaluated at least annually and the licensee shall keep a written record of each evaluation.

Inspection Finding

There is no indication that the home implemented a dementia care program for the above-mentioned resident. The home had not completed an annual evaluation the home's Dementia Care program, nor did they train staff annually and at orientation on the Dementia Care program.

Outcome

The Licensee submitted a plan to achieve compliance by January 31, 2022. 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 January 4, 2022
---	-------------------------