

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

Inspection Information	
<b>Date of Inspection:</b> February 3, 2022	<b>Name of Inspector:</b> Angela Butler
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> London Canada Investors Limited Partnership / 355 Burrard Street, Vancouver, BC V6C 2G8 (the "Licensee")	
<b>Retirement Home:</b> Arbor Trace Alzheimer's Special Care Center / 120 Chelton Road, London, ON N6M 1C6 (the "home")	
<b>Licence Number:</b> S0221	

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. 62; Compliance with plan.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (10)</b> The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to ensure that the home provided mouth care to residents as set out in their Plans of Care.</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>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect. The Licensee failed to comply with O. Reg. 166/11, s. 27; Infection prevention and control program.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (2)</b> Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</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 failed to follow all guidance, advice, or recommendations from the Chief Medical Officer of Health and to ensure all reasonable steps are taken in the home to follow any directive respecting coronavirus (COVID-19) issued to the long-term care homes from the Chief Medical Officer of Health under section 77.7 of the Health Protection and Promotion Act and 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); namely 1. the home had not been completing appropriate active screening and Rapid Antigen testing of staff before entering the home, 2. the home failed to complete IPAC/hand hygiene and PPE audits of staff, 3. the home failed to ensure staff were wearing appropriate PPE, the home failed to document enhanced cleaning of high touch surfaces, 4. the home re-established pre-outbreak protocols prior to Public Health declaring them out of outbreak. As such the Licensee failed to protect residents from the home from neglect.

**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 <i>Angela Sutter</i> RN	Date February 25, 2022
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