

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

Inspection Information	
<b>Date of Inspection:</b> February 11, 2022	<b>Name of Inspector:</b> Douglas Crust
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Palermo G.P. Inc. / 5290 Yonge Street, North York, ON M2N 5P9 (the "Licensee")	
<b>Retirement Home:</b> Palermo Village Retirement Residence / 3136 Dundas Street, Oakville, ON L6M 4J3 (the "home")	
<b>Licence Number:</b> T0418	

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 O. Reg. 166/11, s. 24; Emergency plan, general.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p style="margin-left: 40px;"><b>24. (5)</b> The licensee shall,</p> <p style="margin-left: 80px;">(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 style="margin-left: 120px;">(iii) medical emergencies,</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to test the listed portion of the Licensee's emergency plan for the Home in 2021, as prescribed.</p>
<p><b>Outcome</b></p> <p>At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.</b> <b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; On-going training.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

**65. (2)** Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

(b) the licensee’s policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;

**65. (4)** The licensee shall ensure that the persons who are required to receive the training described in subsection (2) receive on-going training as described in that subsection at the times required by the regulations.

**Inspection Finding**

The evidence did not demonstrate that two staff working in the Home completed training in the non-abuse policy of the Home prior to working in the Home and as annual training in 2021 (respectively), as prescribed.

**Outcome**

At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Involvement of resident, etc.. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.**

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

**62. (5)** The licensee shall ensure that the resident, the resident’s substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate in the development, implementation and reviews of the resident’s plan of care.

**62. (9)** 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:

1. The resident or the resident’s substitute decision-maker.
2. The prescribed person if there is a person prescribed for the purpose of this paragraph.

**Inspection Finding**

There was no evidence to demonstrate that a resident had the opportunity to participate in the development of their plan of care or that the resident approved the plan of care and was provided with a copy of the plan. The plan was also not approved by a prescribed person on behalf of the Licensee, as prescribed.

**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 	Date March 18, 2022
---	------------------------