

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: April 22, 2022	Name of Inspector: Jennifer Sarkis
Inspection Type: Compliance Inspection	
Licensee: Dukesue Inc. / 480 Main Street, Listowel, ON N4W 1A6 (the "Licensee")	
Retirement Home: Livingstone Manor Retirement Residence / 480 Main Street , Listowel, ON N4W 1A6 (the "home")	
Licence Number: T0235	

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. 17; Cleanliness. 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><u>17. (3)</u> The licensee shall document the routines and methods used to comply with subsections (1) and (2).</p> <p><u>27. (5)</u> The licensee of a retirement home shall ensure that,</p> <p style="padding-left: 40px;">(0.b) all reasonable steps are taken in the retirement home to follow,</p> <p style="padding-left: 80px;">(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 style="padding-left: 80px;">(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);</p> <p style="padding-left: 40px;">(0.a) any guidance, advice or recommendations given to retirement homes by the Chief Medical Officer of Health are followed in the retirement home;</p>
<p>Inspection Finding</p> <p>An inspection was completed while the home was in an outbreak. The Licensee failed to follow several regulations as outlined by the Chief Medical Officer of Health Directives. The inspector found the home to not have enhanced cleaning daily, as well as no routine cleaning methods. Additionally, the Licensee failed to provide residents with stimulation and individualized activities during an outbreak and while residents</p>

were in isolation. Furthermore, an inspector observed 2 staff not wearing N95 masks and 1 staff not wearing eye protection when providing care to a resident in their suite.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

**2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.
The Licensee failed to comply with O. Reg. 166/11, s. 20; Food preparation.**

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

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

- (a) the Residents’ Bill of Rights;
- (b) the licensee’s policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;
- (c) the protection afforded for whistle-blowing described in section 115;
- (d) the licensee’s policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;
- (f) fire prevention and safety;

20. (4) The licensee shall ensure that whenever food is prepared in the retirement home, at least one person involved in preparing the food holds a current certificate in food handling from the local public health unit or has recently successfully completed a food handling training program equivalent to that offered by public health units.

Inspection Finding

The inspector reviewed staff training records and found that 2 staff members had not been trained in the Food Handler's program. Additionally, one staff was found to have not completed the mandatory training that is required before they started working in the home. The Licensee failed to ensure that staff were trained as required.

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 May 13, 2022
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