

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

Inspection Information	
<b>Date of Inspection:</b> June 16, 2022	<b>Name of Inspector:</b> Jennifer Sarkis
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Oxford SC Inspirit London LP / 5420 North Service Road, Toronto, ON L7L 6C7 (the "Licensee")	
<b>Retirement Home:</b> Inspirit Residences / 81 Base Line Road, London, ON N6J 4Y5 (the "home")	
<b>Licence Number:</b> S0467	

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. 59; Procedure for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>59. (2)</b> The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ul style="list-style-type: none"> <li>(c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;</li> <li>(d) the final resolution, if any, of the complaint;</li> <li>(e) every date on which any response was provided to the complainant and a description of the response;</li> <li>(f) any response made in turn by the complainant.</li> </ul>
<p><b>Inspection Finding</b></p> <p>An inspection was conducted in response to the Licensee's report of a incident of staff to resident misconduct, as reported by a verbal complaint received from a resident. In review of the Licensee's complaints log, there was no evidence that the complaint was documented as required in the complaint log. Partial documentation of the investigation was not readily available for the inspector. Additionally, the record of the complaint did not include the dates which responses were provided to the complainant and descriptions of the responses, as well as the responses made in turn by the complainant. The Licensee failed to ensure that their written records of a complaint included all the required elements.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by July 20, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</b></p>

**The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.**

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

**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,  
(b) the resident’s care needs change or the care services set out in the plan are no longer necessary;

**23. (1)** Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,  
(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;  
(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;  
(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

**Inspection Finding**

As part of the inspection, the inspector reviewed several documents including the staff communication 24 hour log. A resident was found to have had responsive behaviors after move in, in which the resident was not re-assessed and their plan of care was not revised to reflect the change in care needs. Additionally, there was no evidence of techniques, interventions and monitoring to prevent and address the behaviors that pose a risk to the resident or others.

**Outcome**

The Licensee submitted a plan to achieve compliance by July 31st, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.

**3. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.**

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

**24. (4)** The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency.

**24. (5)** The licensee shall,  
(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,  
(ii) situations involving a missing resident,  
(iii) medical emergencies,  
(iv) violent outbursts;

**Inspection Finding**

The inspector reviewed corrective action with citation from a previous inspection earlier in 2022. The Licensee submitted an action plan to be in compliance related to the Emergency Response Plan by March 30, 2022. The Licensee's transportation agreement is currently not complaint as it is expired and not signed by both parties. Additionally, the Licensee has not conducted testing of medical emergencies, missing resident, and violent outburst as required. The Licensee failed to ensure all areas of their Emergency Response Plan is completed as required.

**Outcome**


The Licensee submitted a plan to achieve compliance by July 31, 2022. RHRA to confirm compliance by following up with the Licensee or 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	July 19, 2022
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