

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

Inspection Information	
Date of Inspection: June 29, 2022	Name of Inspector: Chelisa Karran
Inspection Type: Mandatory Reporting Inspection	
Licensee: 2540469 Ontario Inc. / 132 Avonlough Road, RR2, Belleville, ON K8N 4Z2 (the "Licensee")	
Retirement Home: Maple Manor Residence / 132 Avonlough Road, Belleville, ON K8N 4Z2 (the "home")	
Licence Number: N0456	

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 O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p> <ol style="list-style-type: none"> 1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.
<p>Inspection Finding</p> <p>A report was made to the RHRA alleging emotional abuse, concerns regarding a resident gambling and meals for those with specialized dietary requirements. In response to the report, the inspector completed interviews and reviewed applicable resident documents, policies and procedures, investigation notes and the complaints log. The inspector found that the home failed to provide evidence of an investigation, following a complaint involving harm or risk of harm as required in the legislation.</p>
<p>Outcome</p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>47. (2) No later than 21 days after a resident commences residency in a retirement home, the licensee of the home shall develop a complete plan of care for the resident based on the full assessment of the</p>

resident’s care needs and preferences conducted under section 44 that takes into account all of the matters that must be considered in a full assessment.

Inspection Finding

As part of the above-mentioned inspection, resident documents were reviewed. The inspector found that the licensee failed to provide evidence that all assessed matters such as dietary needs were considered when developing the plan of care as required in the legislation.

Outcome

Home advised they have taken corrective action, but follow-up would be required to verify.

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

August 11, 2022