

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

Inspection Information	
Date of Inspection: June 28, 2022	Name of Inspector: Jennifer Sarkis
Inspection Type: Mandatory Reporting Inspection	
Licensee: Dementia Care Inc. / 35 Capulet Walk, London, ON N6H 5W4 (the "Licensee")	
Retirement Home: Highview Residences / 35, 41 Capulet Walk, London, ON N6H 5W4 (the "home")	
Licence Number: S0029	

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. 23; Behaviour management.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <p style="padding-left: 40px;">(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;</p>
<p>Inspection Finding</p> <p>A report was made to RHRA regarding an alleged incident of resident-to-resident abuse. As part of the inspection in response to the allegation, the inspector interviewed staff, reviewed incident reports, reviewed both residents' care files, and reviewed the Licensee's behaviour management strategy. The inspector found that while one resident had previously exhibited behaviours that posed a risk to others in the home, the Licensee had not implemented monitoring of this resident as set forth in their strategy.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by October 3, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>

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 31, 2022
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