

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

Inspection Information	
Date of Inspection: September 28, 2022	Name of Inspector: Douglas Crust
Inspection Type: Routine Inspection	
Licensee: Seasons Retirement Communities (Owen Sound) GP Inc. / 1315 North Service Road, Oakville, ON L6H 1A7 (the "Licensee")	
Retirement Home: Seasons Owen Sound / 1389 16th Avenue, Owen Sound, ON N4K 0A9 (the "home")	
Licence Number: S0158	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) 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. 25; Emergency plan, retirement home with more than 10 residents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><u>25. (3)</u> The licensee shall ensure that the emergency plan provides for the following:</p> <p>3. Resources, supplies and equipment vital for the emergency response being set aside and readily available at the retirement home and regular testing of all such resources, supplies and equipment to ensure that they are in working order.</p>
<p>Inspection Finding</p> <p>The inspector reviewed the Licensee's records of testing of their emergency kit of supplies, resources and equipment and found that the record was not completed. The Licensee failed to ensure that testing of the kit was performed regularly, as prescribed.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.</p> <p>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</p> <p>The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs.</p> <p>The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.</p>

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

62. (4) The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,

(a) the care services that are part of a package of care services that the resident is entitled to receive under the resident's agreement with the licensee, whether or not the resident receives the services;

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.

43. (1) Subject to section 45, no later than two days after a resident commences residency in a retirement home, the licensee of the home shall ensure that an initial assessment of the resident's immediate care needs is conducted.

44. (1) Subject to section 46, no later than 14 days after a resident commences residency in a retirement home, the licensee shall ensure that a full assessment of the resident's care needs and preferences is conducted.

Inspection Finding

The inspector reviewed a sample of three resident care files. Of these, for the first resident selected, there was no evidence of an initial or full assessment that met the requirements and no evidence that a plan of care was developed as prescribed. For the second resident selected, there was no evidence that the resident (or their substitute decision maker) had approved the plan and received a copy, and no evidence that the plan was approved by a prescribed person on behalf of the Licensee. For the third resident selected, the plan did not include all the care services that the resident might be eligible to receive and there was that the resident (or their substitute decision maker) had approved the plan and received a copy, and no evidence that the plan was approved by a prescribed person on behalf of the Licensee. The Licensee failed to ensure that all the requirements related to assessments and resident plans of care were met, as prescribed.

Outcome

The Licensee submitted a plan to achieve compliance by October 19, 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 October 12, 2022
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