

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

Inspection Information	
Date of Inspection: August 10, 2022	Name of Inspector: Michele Clarke
Inspection Type: Mandatory Reporting Inspection	
Licensee: Oxford SC Blue Mountain Stayner LP / 19 Lesmills Rd, Toronto, ON M3B 2T3 (the "Licensee")	
Retirement Home: Blue Mountain Manor / 236 Weir Street, Stayner, ON L0M 1S0 (the "home")	
Licence Number: N0494	

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 the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p>Inspection Finding</p> <p>The Licensee reported to RHRA that an incident of staff to resident abuse had occurred. The inspector interviewed staff and reviewed records pertaining to the incident. The inspector confirmed that the Licensee had reason to report the incident but failed to ensure the staff accused of abuse left the premises immediately as stated in the home's policy for zero tolerance of abuse.</p>
<p>Outcome</p> <p>The Licensee has demonstrated it has taken corrective action to achieve compliance.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>75. (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:</p>

2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.

Inspection Finding

The Licensee reported to RHRA an incident of staff to resident abuse that had occurred in the home. Upon reviewing documentation, the inspector found that the Licensee reported the incident three days after the allegation was made, not immediately as required.

Outcome

The Licensee has demonstrated it has taken corrective action to achieve compliance.

3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 118; False information.

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

118. No person shall knowingly provide false or misleading information to an inspector, the Registrar or any person employed or retained by the Authority in any statement or document in respect of any matter relating to this Act or the regulations, whether made or given orally, on paper or electronically.

Inspection Finding

While conducting this inspection, the inspector was provided false or misleading information by a manager stating that staff had been re-trained as a result of not following the zero tolerance for abuse policy. The inspector found that the staff had followed the zero tolerance for abuse policy by reporting the incident immediately as instructed, but the manager on call did not respond; furthermore, the staff had not received any re-training as stated.

Outcome

The Licensee has demonstrated it has taken corrective action to achieve compliance.

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 21, 2022
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