

## FINAL INSPECTION REPORT

### Under the *Retirement Homes Act, 2010*

| Inspection Information                                                                                                 |                                            |
|------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| <b>Date of Inspection:</b> November 9, 2022                                                                            | <b>Name of Inspector:</b> Michele Davidson |
| <b>Inspection Type:</b> Routine Inspection                                                                             |                                            |
| <b>Licensee:</b> Oakridge Gardens Retirement Partnership / 5290 Yonge Street, North York, ON M2N 5P9 (the "Licensee")  |                                            |
| <b>Retirement Home:</b> Richmond Hill Retirement Residence / 70 Bernard Avenue, Richmond Hill, ON L4C 0W7 (the "home") |                                            |
| <b>Licence Number:</b> T0063                                                                                           |                                            |

| Purpose of Inspection                                                                                                   |
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| The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>24. (4)</u></b> The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency.</p> <p><b><u>24. (5)</u></b> The licensee shall,</p> <ul style="list-style-type: none"> <li>(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, <ul style="list-style-type: none"> <li>(i) the loss of essential services,</li> <li>(iv) violent outbursts.</li> </ul> </li> </ul> |
| <p><b>Inspection Finding</b></p> <p>The inspector reviewed the Licensee's record of testing for their emergency response plan and found that testing for situations involving the loss of an essential service and violent outbursts had not been completed in more than twelve months. Further, agreements with emergency response partners had not been renewed. The Licensee failed to ensure testing and agreements with partners were completed annually as required.</p>                                                                                                                                                                                                                                                                                                                                               |
| <b>Outcome</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.

**2. The Licensee failed to comply with O. Reg. 166/11, s. 17; Cleanliness.**

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

**17. (3)** The licensee shall document the routines and methods used to comply with subsections (1) and (2).

**Inspection Finding**

The inspector requested documentation on the Licensee's cleaning procedures and found the information unavailable. Licensee failed to document cleaning routines and methods as required.

**Outcome**

The Licensee must take 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

*M. Davidson*

Date

November 16, 2022