

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

Inspection Information	
Date of Inspection: September 13, 2022	Name of Inspector: Chelisa Karran
Inspection Type: Mandatory Reporting Inspection	
Licensee: AON INC. / 307 Aylmer Street, Peterborough, ON K9J 7M4 (the "Licensee")	
Retirement Home: Empress Gardens Retirement Residence / 131 Charlotte Street, Peterborough, ON K9J 2T6 (the "home")	
Licence Number: T0003	

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. 29; Administration of drugs or other substances.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>29. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the administration of a drug or other substance, the licensee shall ensure that,</p> <p>(b) no drug is administered by the licensee or the staff to the resident in the home except in accordance with the directions for use specified by the person who prescribed the drug for the resident;</p>
<p>Inspection Finding</p> <p>A report was made to the RHRA regarding the alleged neglect of a resident by the home. As part of the inspection in response to the allegation, the inspector reviewed the resident's care file and other relevant documents and interviewed relevant staff and the resident's substitute decision maker. The inspector found that the Licensee failed to ensure that drugs were administered to the resident in accordance with the directions specified by the person who prescribed the drug for the resident.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p>2. 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>

23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

- (a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;

Inspection Finding

As part of the above-mentioned inspection the inspector found that the Licensee failed to develop a behavior management strategy with techniques and interventions to address behaviors that posed a risk of harm.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance 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

November 21, 2022