

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

Inspection Information	
Date of Inspection: October 20, 2022	Name of Inspector: Shara Bundy
Inspection Type: Mandatory Reporting Inspection	
Licensee: Nine Mile Villa Inc. / 469 Inglis Street, Lucknow, ON N0G 2H0 (the "Licensee")	
Retirement Home: Nine Mile Villa Inc. / 469 Inglis Street, Lucknow, ON N0G 2H0 (the "home")	
Licence Number: S0419	

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; Protection against abuse and neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><u>67. (1)</u> Every licensee of a retirement home shall protect residents of the home from abuse by anyone.</p>
<p>Inspection Finding</p> <p>A report was made to the RHRA regarding alleged verbal and emotional abuse of a resident by the Licensee. As part of the inspection, in response to the allegation, the inspector interviewed staff, resident and family members as well as reviewed records in the home and found that the Licensee failed to protect a resident from abuse. Specifically, following a resident raising concerns about the provision of certain care in the home, the Licensee insinuated on multiple occasions that the resident could be evicted and thus created an environment where the resident did not feel safe to voice her concerns for fear they would be evicted.</p>
<p>Outcome</p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p>2. 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><u>29.</u> 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>(c) neither the licensee nor a staff member administers a drug to a resident in the home unless the</p>

licensee or the staff member has received training in the procedures applicable to the administration of the drug.

Inspection Finding

The inspector interviewed staff and residents and reviewed training records in the home and found that the Licensee failed to ensure no staff member administers a drug to a resident of the home unless the staff member has received training in the procedures applicable to the administration of the drug. The Licensee failed to ensure that staff were trained as required.

Outcome

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

3. The Licensee failed to comply with O. Reg. 166/11, s. 27; Infection prevention and control program.

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

- 27. (5)** The licensee of a retirement home shall ensure that,
(0.a) any guidance, advice or recommendations given to retirement homes by the Chief Medical Officer of Health are followed in the retirement home.

Inspection Finding

The inspector interviewed staff and reviewed relevant policies and found that the Licensee failed to ensure all reasonable steps are taken in the retirement home to follow any guidance, advice or recommendations given to retirement homes by the Chief Medical Officer of Health. Specifically, the Licensee failed to provide evidence of a current visitor's policy and as a result failed to allow residents to have visitors in their suites despite the provincial guidance allowing them to do so.

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 <i>Shara Bundy</i>	Date December 8, 2022
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