

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

Inspection Information	
<b>Date of Inspection:</b> December 7, 2022	<b>Name of Inspector:</b> Georges Gauthier
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> 2548171 Ontario Inc. / 10158 Jane Street, Maple, ON L6A 3K1 (the "Licensee")	
<b>Retirement Home:</b> Kawartha Heights Retirement Home / 2300 Denure Drive, Peterborough, ON K9K 2G3 (the "home")	
<b>Licence Number:</b> T0506	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Plan of care.</b>  <b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</b>  <b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (1)</b> When a resident commences his or her residency in a retirement home, the licensee shall, within the prescribed times, ensure that the resident is assessed and that a plan of care is developed based on the assessment and in accordance with this section and the regulations.</p> <p><b>62. (9)</b> 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:</p> <p>1. The resident or the resident's substitute decision-maker.</p> <p><b>62. (12)</b> The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months.</p>
<p><b>Inspection Finding</b></p> <p>The inspector reviewed a sample of resident care files and found that several records showed overdue reassessments and plans of care. Further, one plan of care did not have the necessary resident or substitute decision maker approval. Furthermore, one of the resident records reviewed had no evidence of there having been an assessment or plan of care developed. The Licensee failed to ensure the assessment and plan of care requirements were fully met.</p>

<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by January 15, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 60; Safety plans. The Licensee failed to comply with O. Reg. 166/11, s. 27; Infection prevention and control program.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>60. (4)</b> Every licensee of a retirement home shall ensure that the following are in place for the home:</p> <p style="padding-left: 40px;">2. An infection prevention and control program that meets the prescribed requirements.</p> <p><b>27. (5)</b> The licensee of a retirement home shall ensure that,</p> <p style="padding-left: 40px;">(0.a) any guidance, advice or recommendations given to retirement homes by the Chief Medical Officer of Health are followed in the retirement home.</p>
<p><b>Inspection Finding</b></p> <p>During a routine inspection, the inspector observed several instances where staff were not wearing a mask as required. Further, there was no evidence to show the home had an outbreak preparedness plan. In addition, there was no evidence to show the home had an infection prevention and control program as required. The Licensee failed to fully address the infection prevention and control requirements and did not comply with the Chief Medical Officer of Health's guidance.</p>
<p><b>Outcome</b></p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p><b>3. 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>24. (4)</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>24. (5)</b> The licensee shall,</p> <p style="padding-left: 40px;">(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,</p> <p style="padding-left: 80px;">(ii) situations involving a missing resident,</p> <p style="padding-left: 80px;">(iii) medical emergencies,</p> <p style="padding-left: 80px;">(iv) violent outbursts.</p> <p style="padding-left: 40px;">(b) at least once every two years, conduct a planned evacuation of the retirement home.</p>

**Inspection Finding**

The inspector reviewed documentation related to the emergency plan and testing requirements. There was no evidence of current arrangements with community agencies, partner facilities, or resources that would be involved in responding to an emergency. Further, there was no evidence of the annual testing of the emergency plan in the areas of missing residents, medical emergencies, and violent outbursts. Further more, there was no evidence of there having been a planned evacuation of the home within the last two years. The Licensee fail to ensure the listed requirements had been fully addressed.

**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	Date December 23, 2022
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