

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

Inspection Information	
Date of Inspection: January 6, 2023	Name of Inspector: Michele Clarke
Inspection Type: Mandatory Reporting Inspection	
Licensee: 767948 Ontario Limited / 40 Toronto Street, Bradford, ON L3Z 1N6 (the "Licensee")	
Retirement Home: The LeBlanc Rest Home / 40 Toronto Street, Bradford, ON L3Z 1N6 (the "home")	
Licence Number: T0114	

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; Same, neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p>
<p>Inspection Finding</p> <p>A report was made to RHRA regarding suspected improper care of residents. While conducting this inspection, the inspector made a finding unrelated to the purpose of the inspection. The inspector was presented with evidence through documentation and interviews that the Licensee of the home failed to comply with requirements of behaviour management, including failing to implement behaviour management monitoring and strategies which resulted in putting a resident at risk of harm when the resident eloped from the home improperly dressed for the weather. As a result, the Licensee's inactions jeopardized the health and safety of the resident, and the Licensee failed to protect the resident from neglect.</p>
<p>Outcome</p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 44; Reduction in care services. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect. The Licensee failed to comply with O. Reg. 166/11, s; Reduction in care services.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

44. (1) A licensee of a retirement home shall not reduce the care services that the licensee makes available in the home, directly or indirectly, to the residents unless the licensee,

- (a) has delivered directly to each resident a written notice indicating the date the reduction will take effect, at least the prescribed number of days before the reduction takes effect;
- (c) if a resident indicates that he or she is going to continue to reside in the home, has taken reasonable steps to facilitate the resident’s access to any external care providers that the resident needs;

67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

6 . For the purposes of subsection 44 (1) of the Act, the licensee of a retirement home shall, at least 90 days before the reduction in care services takes effect, deliver the written notice mentioned in clause 44 (1) (a) of the Act directly to each resident and give the notice to the resident’s substitute decision-makers, if any.

Inspection Finding

While conducting this inspection, the inspector made a further finding unrelated to the purpose of the inspection. The inspector was presented with evidence through documentation and interviews that the Licensee of the home was withholding necessities of life from a resident, specifically food and medication administration resulting in a risk of harm to the resident. The Licensee withheld services provided to a resident without providing the required notice and without making any effort to ensure the resident had access to external care providers to have those needs met. The Licensee failed to protect the resident from neglect.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or 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>.

<p>Signature of Inspector</p> 	<p>Date</p> <p>January 17, 2023</p>
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