

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

Inspection Information	
<b>Date of Inspection:</b> November 24, 2022	<b>Name of Inspector:</b> Douglas Crust
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> The Bill McMurray Residence Inc. / 180 Sheridan Avenue, Toronto, ON M6K 3C7 (the "Licensee")	
<b>Retirement Home:</b> Bill McMurray Residence / 180 Sheridan Avenue, Toronto, ON M6K 3C7 (the "home")	
<b>Licence Number:</b> T0189	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (2)</b> Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p> <p><b>75. (1)</b> A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:</p> <p>2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.</p>

Inspection Finding
<p>During a routine inspection, the inspector observed an incident report indicating harm of a resident. The inspector reviewed the Licensee's care policies and procedures, staff training records, the resident's care file, and interviewed relevant staff. The inspector found that the Licensee was aware that the resident was experiencing some level of mental distress. The Licensee has a policy in place to check on the well-being of each resident daily. The process of checking involves a visual check of the resident at all meals by staff. The policy states that on a weekend, if a resident is not seen and checked as present for breakfast and lunch, or for lunch and dinner, then staff will directly call more senior staff members to make a report. The resident was last seen on Friday September 11, 2022, at night. On Saturday September 12, 2022, staff entered the resident's suite to deliver breakfast and lunch, but on these occasions did not see the resident. The resident did not attend dinner and did not attend to receive his medications that night. On Sunday September 13, 2022, at approximately noon, senior staff were finally notified that the resident had not been seen since</p>

Friday September 11, 2022. While the Licensee maintains that staff went to the resident's suite on Saturday when he failed to attend each meal to check on him, there was no documentation to substantiate this. When staff did attend the resident's suite, they did not execute a fulsome check of the suite to verify the well-being of the resident. In addition, senior staff were not promptly notified when staff could not visually verify the resident's well-being, as described in the Licensee's policy. This failure by staff to execute a fulsome well-being check, and to promptly notify senior staff when the resident was not seen, jeopardized the health and safety of the resident. The Licensee failed to protect the resident from neglect.

**Outcome**

At the time of the inspection, the Licensee was not in compliance. The home has since 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 	Date January 31, 2023
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