

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

Inspection Information	
<b>Date of Inspection:</b> January 17, 2023	<b>Name of Inspector:</b> Mark Dennis
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> 2661694 Ontario Inc. / 515 Consumer's Road, North York, ON M2J 4Z2 (the "Licensee")	
<b>Retirement Home:</b> Lake Simcoe Retirement & Assisted Living / 24 Simcoe Street, Orillia, ON L3V 1G4 (the "home")	
<b>Licence Number:</b> N0509	

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. 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; Compliance with plan.</b>  <b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</b>  <b>The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs.</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. (10)</b> The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.</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 and at any other time if, in the opinion of the licensee or the resident,</p> <p>(b) the resident's care needs change or the care services set out in the plan are no longer necessary;</p>

**43. (1)** Subject to section 45, no later than two days after a resident commences residency in a retirement home, the licensee of the home shall ensure that an initial assessment of the resident’s immediate care needs is conducted.

**43. (2)** The initial assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

- 2. Presence of infectious diseases.
- 3. Risk of falling.
- 7. Risk of harm to self and to others.
- 8. Risk of wandering.

**Inspection Finding**

The RHRA conducted an inspection, in response to information received concerning improper resident care. There is a requirement that residents must be properly assessed, have a plan of care, have a plan of care that has been properly approved and complied with and be assessed on the prescribed considerations. The Inspector reviewed several resident plans of care. The Inspector learned that several residents did not have a plan of care, or did not have an assessment, or had a plan of care that had not been revised in the previous 6 months, or their care needs had changed, or plans of care that were not approved by the resident or SDM, and a resident was to receive medications on a day and the home did not administer as detailed in the plan of care. Further the assessment tool does not include presents of infectious diseases, risk of falling, risk of wandering or risk of harm to self or others. The Licensee failed to assess and complete plans of care as prescribed.

**Outcome**

The Licensee provided information indicating that corrective action was being taken, however, further action must be taken to achieve compliance with all areas outlined in the finding. RHRA to confirm compliance by following up with the Licensee or by inspection.

**2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.**

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

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

**Inspection Finding**

The RHRA conducted an inspection, in response to information received concerning improper resident care. There is a requirement that home shall ensure that the licensee and the staff of the home do not neglect the residents. The Inspector reviewed resident charts, MAR entries, Physician orders and interviewed staff. A resident was properly prescribed a medication, to be taken once, to treat a medical condition. Charting indicated the medication was administered. The inspection showed the medication was in fact not administered resulting in the medical condition going untreated. This failure to provide the resident with the care required demonstrated an inaction that jeopardized the safety of the resident. The Licensee failed to protect a 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.

- 3. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.  
The Licensee failed to comply with O. Reg. 166/11, s. 29; Administration of drugs or other substances.**

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

**14. (5)** The licensee shall ensure that the persons who are required to receive the training described in subsection 65 (5) of the Act receive that training on an ongoing basis, namely at least annually after receiving the training described in subsection (4).

**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,  
(e) if the licensee or a staff member is involved in the administration of the drug or other substance at the home, that the licensee or staff member is trained in,  
(i) ways of reducing the incidence of infectious disease, including maintaining proper hand hygiene,

**Inspection Finding**

The RHRA conducted an inspection, in response to information received concerning improper resident care. There is a requirement that staff administering medications must be trained annually and that training must include ways of reducing the incidence of infectious disease, including maintaining proper hand hygiene. The Inspector reviewed training documents and interviewed staff. The inspection showed that staff are not trained annually, and the training does not include all of the prescribed content.

**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>.

Signature of Inspector 	Date February 16, 2023
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