

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

Inspection Information	
<b>Date of Inspection:</b> February 22, 2023	<b>Name of Inspector:</b> Nathalie Bartlett
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> Royal Brock Retirement Living Inc. / 100 Stewart Boulevard, Brockville, ON K6V 4W3 (the "Licensee")	
<b>Retirement Home:</b> Normandy Retirement Living / 630 Maclean Court, Kingston, ON K7K 7L8 (the "home")	
<b>Licence Number:</b> N0571	

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; Persons who approve plans of care.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</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> <ol style="list-style-type: none"> <li>1. The resident or the resident's substitute decision-maker.</li> </ol>
<p><b>Inspection Finding</b></p> <p>The inspector reviewed a sample of resident care files and found that 2 residents did not have their plans of care approved appropriately, as there is no evidence that the plans had been approved by the residents or their substitute decision maker. The Licensee failed to ensure that all resident plans of care had been approved as required.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by March 10, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>14. (3)</b> For the purposes of paragraph 5 of subsection 65 (5) of the Act, every licensee of a retirement</p>

home shall ensure that every staff member who provides a care service to a resident has received or receives training in,

(b) each care service offered in the home so that the staff member is able to understand the general nature of each of those services, the standards applicable under the Act to each of those services and the aspects of each of those services that may be relevant to the staff member’s own duties in the home.

**Inspection Finding**

The inspector reviewed a sample of staff training records and found that the care staff members had not completed all training on the direct care services being provided by the Licensee. The Licensee failed to ensure that staff was trained as required.

**Outcome**


The Licensee submitted a plan to achieve compliance by March 10, 2023. 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>March 7, 2023</p>
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