

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

Inspection Information	
Date of Inspection: August 29, 2023	Name of Inspector: Douglas Crust
Inspection Type: Routine Inspection	
Licensee: ACC-002375 - The Bill McMurray Residence Inc.	
Retirement Home: Bill McMurray Residence	
License Number: T0189	

About Routine Inspections

A routine inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. During a routine inspection, an RHRA inspector will walk through the home, speak to residents and staff, observe care services and conditions in the home, and ensure the licensee’s management and staff follow mandatory policies and practices designed to protect the welfare of residents.

Following a routine inspection, the RHRA inspector prepares a draft inspection report which is sent to the licensee. The draft report may include instances where the licensee has failed to meet the standards of the *RHA*. If included, the licensee can respond to these instances and is strongly encouraged to inform RHRA of its plans to meet the standards of the *RHA*.

Following the draft report, the RHRA inspector prepares this final inspection report, incorporating any response from the licensee with their plans to meet the standards of the *RHA*. The most recent final inspection report must be posted in the home in a visible and easily accessible location. All final inspection reports from the previous two years must also be made available in an easily accessible location in the home. The licensee must provide a copy of this report to the home’s Residents’ Council, if one exists.

In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.

If the licensee repeatedly does not meet the required standards, RHRA may take further action.

Focus Areas

During a routine inspection, an inspector will focus primarily on a set number of areas which have been identified as related to the health, safety and wellbeing of resident, and may take various actions to determine whether the licensee is compliant with the RHA in relating to the areas. The areas listed in this section are ones which an inspector has identified as non-compliant.

Focus Area #1: Abuse and Neglect

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RHRA Inspector Findings

The inspector reviewed the Licensee’s internal incident reports and identified an instance of resident-to-resident physical abuse with injuries to one resident which was not reported to the Registrar. The Licensee failed to ensure that abuse of a resident was reported immediately to the Registrar of the RHRA, as prescribed.

<p>Outcome The Licensee must take corrective action to achieve compliance.</p>
<p>Focus Area #2: Emergency Plan</p>
<p>RHRA Inspector Findings The inspector reviewed the Licensee’s records of testing for their emergency plans and found that the testing for situations involving the loss of essential services, medical emergencies and violent outbursts were not tested in 2022. In addition, the current agreements with community partners and resources were dated 2021, and were therefore not current. The Licensee failed to ensure that testing was done annually as required, and that the agreements with community partners and resources were kept current, as prescribed.</p>
<p>Outcome The Licensee has demonstrated it has taken corrective action to achieve compliance.</p>

<p>Additional Findings <i>During a routine inspection, an inspector may observe areas of non-compliance that are not related to the standard focus areas. In these cases, an inspector may cite the home for these contraventions at the time of this inspection. In addition, an inspector may follow-up on findings of non-compliance from previous inspections. Where the licensee is unable to demonstrate they have come into compliance or maintained compliance, an inspector may cite the home for these repeat contraventions at the time of this inspection.</i></p>
<p>Not Applicable</p>

<p>Current Inspection – Citations <i>Citations relating to the above Focus Areas or Additional Findings made during the current inspection are listed below.</i></p>
<p>The Licensee failed to comply with the RHA s. 75. (1); Reporting certain matters to Registrar</p> <p>s. 75. (1); Reporting certain matters to Registrar 75. (1) 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>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>s. 75. (1), para. 2 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>

<p>Closed Citations <i>During an inspection, an inspector may follow-up with areas of non-compliance cited during a previous inspection, or verify compliance with areas initially cited during the current inspection. The inspector has verified that at the time of this report, the licensee was able to demonstrate that the following areas have come into compliance.</i></p>
<p>Ontario Regulation 166/11:</p> <p>s. 24. (4); Emergency plan, general 24. (4) 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>s. 24. (5); Emergency plan, general 24. (5) The licensee shall,</p> <p>s. 24. (5), (a) (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>

s. 24. (5), (a), 1.

(i) the loss of essential services,

s. 24. (5); Emergency plan, general

24. (5) The licensee shall,

s. 24. (5), (a)

(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,

s. 24. (5), (a), 3.

(iii) medical emergencies,

s. 24. (5); Emergency plan, general

24. (5) The licensee shall,

s. 24. (5), (a)

(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,

s. 24. (5), (a), 4.


(iv) violent outbursts;

NOTICE

The Final Inspection Report is being provided to the Licensee, the Registrar of 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 October 5, 2023
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