

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

Inspection Information	
Date of Inspection: November 16, 2023	Name of Inspector: Mark Dennis
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-003122 - 2596217 Ontario Inc.	
Retirement Home: Georgian Bay Seniors Lodge	
License Number: N0469	

About Responsive Inspections
<p>A responsive inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. A responsive inspection is conducted when RHRA receives information that the licensee may have failed to meet the standards of the <i>Retirement Homes Act, 2010</i> or its regulations (the “RHA”). An inspection being conducted does not infer that an allegation is substantiated or that a contravention of the RHA has occurred. A licensee is required to report to RHRA if they suspect harm or risk of harm to a resident. During a responsive inspection, an RHRA inspector may observe the operations of the home, interview relevant individuals, review records and other documentation, and determine whether the licensee’s management and staff have followed mandatory policies and practices designed to protect the welfare of residents.</p> <p>Following a responsive 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 <i>RHA</i>. 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 <i>RHA</i>.</p> <p>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 <i>RHA</i>. 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.</p> <p>In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.</p> <p>If there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take further action.</p>

Concern(s)
<p><i>During a responsive inspection, an inspector will focus primarily on the concern(s) which prompted the inspection and may take various actions to determine whether the licensee is compliant with the RHA in relating to the concern(s). Any findings of non-compliance identified in relation to these concerns are listed below.</i></p>
Concern #1: CON-7020-Improper or Incompetent Treatment or Care - Continance Care
<p><b>RHRA Inspector Findings</b> The RHRA conducted an inspection in response to an allegation of improper continence care. During the inspection, the Inspector reviewed staff and resident documents. There is a requirement that if the home provides continence care as a care service, then the home must develop an continence care program that includes toileting programs and strategies to maximize the residence independence, comfort and dignity. The inspection showed a resident was incontinent and the home had not developed a toileting program or any strategies. The Licensee failed to ensure the continence care program was followed as prescribed.</p>
<p><b>Outcome</b> 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.</p>
Concern #2: CON-7021-Improper or Incompetent Treatment or Care - Behaviour management
<p><b>RHRA Inspector Findings</b> The RHRA conducted an inspection in response to an allegation of improper behaviour management. The Inspector reviewed documents and interviewed staff. There is a requirement that should a resident display harmful behaviours, the home shall implement strategies and techniques to prevent harmful behaviours. The inspection showed a resident was refusing meals, assistance with bathing and continence care. This refusal demonstrated a behaviour that posed a risk to harm the resident. The</p>

home failed to implement strategies and techniques to prevent the harmful behaviour as prescribed. There is a requirement that a residents plan of care must be approved by either the resident or their substitute decision maker. The Inspector reviewed the residents plan of care and learned the plan of care had not been approved as prescribed.

**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.

**Concern #3: CON-7022-Neglect - Medication Administration**

**RHRA Inspector Findings**

The RHRA conducted an inspection in response to an allegation of neglect. The Inspector interviewed staff and reviewed documents. There is a requirement that the home shall protect residents from neglect. The Inspection showed that a resident of the home had a medical condition and the home failed to take the appropriate action in response. Further, the resident was displaying harmful behaviours, resulting in the home not providing the required care services. The failure to properly manage the medical condition and failure to provide the required care services demonstrated a pattern of inaction that jeopardized the health of the resident. 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.

**Additional Findings**

*During a responsive inspection, an inspector may observe areas of non-compliance that are not related to the concern(s) which prompted the inspection. 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.*

**Not Applicable**

**Current Inspection – Citations**

*Citations relating to the above Concerns or Additional Findings made during the current inspection are listed below.*

**The Licensee failed to comply with the RHA s. 23. (1); Behaviour management**

**s. 23. (1); Behaviour management**

23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

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

**s. 23. (1), (a)**

(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;

**s. 23. (1), (b)**

(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;

**The Licensee failed to comply with the RHA s. 36. (1); Continance care**

**s. 36. (1); Continance care**

36. (1) If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is continence care, the licensee shall establish a continence care program that includes,

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

**s. 36. (1), (c)**

(c) toileting programs;

**s. 36. (1), (d)**

(d) strategies to maximize the resident's independence, comfort and dignity, including the use of equipment, supplies, devices and assistive aids.

**The Licensee failed to comply with the RHA s. 62. (9); Persons who approve plans of care**

**s. 62. (9); Persons who approve plans of care**

62. (9) 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:

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

**s. 62. (9), para. 1**

1. The resident or the resident's substitute decision-maker.

**The Licensee failed to comply with the RHA s. 67. (2); Same, neglect**

**s. 67. (2); Same, neglect**

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

**Closed Citations**

*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.*


**Not Applicable**

**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 December 18, 2023
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