

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

Inspection Information	
Date of Inspection: 12/15/2023	Name of Inspector: Michele Davidson
Inspection Type: Routine Inspection	
Licensee: ACC-002686 - Amica Mature Lifestyles Inc. / Style de Vie Amica Inc.	
Retirement Home: Amica Newmarket	
License Number: T0145	

**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 a final inspection report, incorporating any response from the licensee with their plans to meet the standards of the *RHA*.

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: Emergency Plan**

**RHRA Inspector Findings**

During the completion of a Routine Inspection, the inspector reviewed the Licensee's emergency response plan. The inspector found that the documentation on the completion of the drills involving violent outbursts, missing residents and pandemic/epidemic situations did not contain all of the required information on the exercise. Therefore, the inspector was unable to determine the drills had been completed as prescribed. The licensee did not complete mandatory drills of the emergency situations listed.

**Outcome**

The Licensee must take corrective action to achieve compliance.

**Additional Findings**

*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.*

**Not Applicable**

**Current Inspection – Citations**

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

**The Licensee failed to comply with the RHA s. 24. (5); Emergency plan, general**

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

24. (5) The licensee shall,

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

**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), 2.**

(ii) situations involving a missing resident,

**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), 3.1**

(iii.1) epidemics and pandemics,

**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;

**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 Licensee may provide written comments regarding matters that are addressed in the above Draft Inspection Report. Comments must be submitted within 10 business days to:

Attention: Michele Davidson  
Retirement Homes Regulatory Authority  
55 York St, Suite 700  
Toronto, ON M5J 1R7  
[Michele.Davidson@rhra.ca](mailto:Michele.Davidson@rhra.ca)  
Fax: 1-855-630-3775

The Licensee's written comments will be considered in the preparation of a Final Inspection Report. For matters where corrective action is required, including action relating to a written request for compliance, the Licensee should set out any proposed plans for achieving compliance. Pursuant to section 77(14) of the RHA, if an inspection is conducted for the purpose of determining whether the Licensee of a retirement home is in compliance with the requirements of the RHA, a Final Inspection Report must be given to the Licensee, the Registrar of the Retirement Homes Regulatory Authority and the Home's Residents' Council, if any.

Signature of Inspector <i>M. Davidson</i>	Date December 21, 2023
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