

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

Inspection Information	
Date of Inspection: 1/6/2025	Name of Inspector: Nathalie Bartlett
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-009355 - Country View Care	
Retirement Home: Country View Care	
License Number: N01514	

About Responsive Inspections

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 *Retirement Homes Act, 2010* or its regulations (the “RHA”). An inspection being conducted does not imply 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.

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 *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 there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take further action.

Concern(s)

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 relation to the concern(s). Any findings of non-compliance identified in relation to these concerns are listed below.

Concern #1: CON-3489-Improper or Incompetent Treatment or Care

RHRA Inspector Findings

A report was made to the RHRA which included multiple allegations relating to the care and safety of residents. As part of the response to the report, the inspector reviewed several residents' care files, and staff files, conducted interviews with staff, residents and substitute decision-makers. The inspector confirmed that the Licensee failed to ensure that several residents of the home have their plan of care approved and a copy is provided to them. The Licensee failed to ensure that all staff who provide care services to residents receive training in all prescribed matters and at the times required by the regulations as required. The Licensee failed to ensure that there are developed and implemented written behaviour management strategies as required. The Licensee failed to ensure that all residents entered into a written agreement before commencing their residency with the Home and provided the proper information package. Lastly, the Licensee failed to ensure that their complaint procedure was followed and that a written record of a complaint included all the required elements as required.

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.

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;

s. 23. (1), (c)

(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

The Licensee failed to comply with the RHA s. 53. (2); Contents of agreement

s. 53. (2); Contents of agreement

53. (2) The agreement shall contain the prescribed requirements.

The Licensee failed to comply with the RHA s. 54. (1); Information for residents

s. 54. (1); Information for residents

54. (1) Every licensee of a retirement home shall ensure that,

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

s. 54. (1), (a)

(a) a package of information that complies with this section is given to every resident of the home and to the substitute decision-maker of the resident, if any, before the resident commences his or her residency;

s. 54. (1), (b)

(b) the package of information is made available to family members of a resident of the home and persons of importance to the resident if the resident or the resident's substitute decision-maker so consents;

s. 54. (1), (c)

(c) the package of information is accurate and revised as necessary;

s. 54. (1), (d)

(d) any material revisions to the package of information are provided to any person who has received the original package and who is still a resident of the home or substitute decision-maker of a resident of the home.

The Licensee failed to comply with the RHA s. 54. (2); Contents

s. 54. (2); Contents

54. (2) The package of information shall include, at a minimum,

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

s. 54. (2), (a)

(a) the Residents' Bill of Rights;

s. 54. (2), (b)

(b) a statement that, if the retirement home also falls within the meaning of a care home as defined in the Residential Tenancies Act, 2006, nothing in this Act overrides or affects the provisions of the Residential Tenancies Act, 2006 that would otherwise apply with respect to the home as a care home;

s. 54. (2), (c)

(c) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;

s. 54. (2), (d)

(d) the licensee's procedure for complaints mentioned in subsection 73 (1);

s. 54. (2), (e)

(e) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;

s. 54. (2), (f)

(f) the name, telephone number and e-mail address of the licensee;

s. 54. (2), (g)

(g) information about the role of the Authority and its contact information;

s. 54. (2), (h)

(h) information about the Residents' Council, including any information that the Residents' Council provides for inclusion in the package;

s. 54. (2), (i)

(i) an explanation of the protection afforded for whistle-blowing described in section 115;

s. 54. (2), (j)

(j) information relating to the contents of the written agreement that section 53 requires each of the residents and the licensee to make;

s. 54. (2), (k)

(k) an itemized list of the different types of accommodation and care services provided in the retirement home and their prices;

s. 54. (2), (l)

(l) a statement that a resident may purchase or apply for care services, other services, programs or goods from external care providers;

s. 54. (2), (m)

(m) information about the licensee's process for assisting residents to purchase or apply for care services and other services, programs or goods from external providers;

s. 54. (2), (n)

(n) information regarding the rights of residents if the licensee chooses to reduce or discontinue the care services that the licensee provides to residents;

s. 54. (2), (o)

(o) disclosure of any non-arm's length relationships that exist between the licensee and external care providers;

s. 54. (2), (p.1)

(p.1) contact information for the local health integration network within the meaning of Local Health System Integration Act, 2006 for the geographic area in which the retirement home is located;

s. 54. (2), (q)

(q) information relating to the assessments required to prepare a plan of care, including a resident's right to apply for publicly funded assessments;

s. 54. (2), (r)

(r) information about the licensee's process for assisting a resident in his or her transition to a long-term

care home or other place of residence;

s. 54. (2), (s)

(s) information as to whether the retirement home has automatic sprinklers in each resident's room;

s. 54. (2), (t)

(t) information relating to staffing, including night time staffing levels and qualifications of staff of the retirement home;

s. 54. (2), (u)

(u) a statement as to whether the retirement home is required under subsection 60 (2) to have a resident-staff communication and response system and whether the home has such a system and, if so, details of the system;

s. 54. (2), (v)

(v) all other information that is prescribed.

The Licensee failed to comply with the RHA s. 59. (1); Procedure for complaints to licensee

s. 59. (1); Procedure for complaints to licensee

59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

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

s. 59. (1), para. 1

1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.

s. 59. (1), para. 2

2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.

s. 59. (1), para. 3

3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.

s. 59. (1), para. 4

4. A response shall be made to the person who made the complaint, indicating,

s. 59. (1), para. 4, 1.

i. what the licensee has done to resolve the complaint,

s. 59. (1), para. 4

4. A response shall be made to the person who made the complaint, indicating,

s. 59. (1), para. 4, 2.

ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.

The Licensee failed to comply with the RHA s. 59. (2); Procedure for complaints to licensee

s. 59. (2); Procedure for complaints to licensee

59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,

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

s. 59. (2), (a)

(a) the nature of each verbal or written complaint;

s. 59. (2), (b)

(b) the date that the complaint was received;

s. 59. (2), (c)

(c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;

s. 59. (2), (d)

(d) the final resolution, if any, of the complaint;

s. 59. (2), (e)

(e) every date on which any response was provided to the complainant and a description of the response;

s. 59. (2), (f)

(f) any response made in turn by the complainant.

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. 65. (2); Training

s. 65. (2); Training

65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

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

s. 65. (2), (j)

(j) all other prescribed matters.

The Licensee failed to comply with the RHA s. 65. (5); Additional training for direct care staff

s. 65. (5); Additional training for direct care staff

65. (5) The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this

section:

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

s. 65. (5), para. 2

2. Mental health issues, including caring for persons with dementia.

s. 65. (5), para. 5

5. All other prescribed matters.

The Licensee failed to comply with the RHA s. 9.; Agreement before resident commences residency

s. 9.; Agreement before resident commences residency

9. The agreement that subsection 53 (1) of the Act requires the licensee of a retirement home to enter into with a resident of the home shall contain,

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

s. 9. (a)

(a) the heading Retirement Homes Act, 2010 Provisions or the equivalent of that heading in the language of the agreement if the agreement is not in English;

s. 9. (d)

(d) under the heading mentioned in clause (a), a statement from the licensee that,

s. 9. (d), 1.

(i) the licensee has given to the resident the package of information required by clause 54 (1) (a) of the Act,

s. 9. (d)

(d) under the heading mentioned in clause (a), a statement from the licensee that,

s. 9. (d), 2.

(ii) the package includes all of the information required under subsection 54 (2) of the Act,

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: February 12, 2025
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