RHRA Retirement Homes Regulatory Authority

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

| **Inspection Information** | |
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| **Date of Inspection:** May 3, 2017 | **Name of Inspector:** Georges Gauthier |
| **Inspection Type:** Routine Inspection | |
| **Licensee:** Village by the Arboretum Inc. / 325 Max Becker Drive, Kitchener, ON N2E 4H5 (the "Licensee") | |
| **Retirement Home:** The Village of Arbour Trails / 32 Bayberry Drive, Guelph, ON N1G 0A2 (the "home") | |
| **Licence Number:** T0285 | |

| **Purpose of Inspection** |
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| The RHRA conducts routine inspections as set out in section 77(3) of the *Retirement Homes Act, 2010* (the "RHA"). |

| **NON-COMPLIANCE** |
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| **1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Contents.**<br><br>Specifically, the Licensee failed to comply with the following subsection(s):<br><br>**54. (2)** The package of information shall include, at a minimum,<br>(d) the licensee's procedure for complaints mentioned in subsection 73 (1); |
| **Inspection Finding**<br>The listed item was not addressed in relation to the information package. |
| **Outcome**<br>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection. |
| **2. The Licensee failed to comply with O. Reg. 166/11, s. 11; Posted information.**<br><br>Specifically, the Licensee failed to comply with the following subsection(s):<br><br>**11. (1)** For the purposes of paragraph 4 of subsection 55 (2) of the Act, the following information is prescribed as information that must be posted in a retirement home under that subsection:<br>3. An explanation of the procedures to be followed in the case of an evacuation. |
| **Inspection Finding**<br>The listed item was not addressed in relation to posted items. |

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.**
**The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.**

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

**24. (5)** The licensee shall,

(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,

(i) the loss of essential services,

**25. (2)** The licensee shall ensure that the development of the emergency plan includes,

(a) consultation with the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency;

**25. (3)** The licensee shall ensure that the emergency plan provides for the following:

2. Evacuation of the retirement home, including a system in the home to account for the whereabouts of all residents in the event that it is necessary to evacuate and relocate residents and evacuate staff and others in case of an emergency.

3. Resources, supplies and equipment vital for the emergency response being set aside and readily available at the retirement home and regular testing of all such resources, supplies and equipment to ensure that they are in working order.

**Inspection Finding**

The listed items were not address in relation to the emergency plan.

**Outcome**

The Licensee submitted plan to achieve compliance by June 12, 2017. RHRA to confirm compliance 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 Public Register, available online at http://rhra.ca/en/register/

| Signature of Inspector | Date |
|---|---|
|  | June 7, 2017 |