

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

Inspection Information	
Date of Inspection: December 7, 2018	Name of Inspector: Douglas Crust
Inspection Type: Complaint Inspection	
Licensee: HCN-Revera Lessee (King Gardens) LP / 5015 Spectrum Way, Mississauga, ON L4W 0E4 (the "Licensee")	
Retirement Home: King Gardens / 85 King Street, Mississauga, ON L5A 4G6 (the "home")	
Licence Number: T0422	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,</p> <p style="padding-left: 40px;">(g) the resident is informed of his or her daily and weekly menu options;</p> <p style="padding-left: 40px;">(l) all dishes, utensils and equipment involved in the provision of a meal and provided by the licensee are clean and sanitary before each use and are cleaned and sanitized after each use.</p>
<p>Inspection Finding</p> <p>The inspection revealed that all of the weekly menu choices were not posted for residents to be informed of their options. Also, the dishes and utensils involved in provision of a meal were inspected and food and other residue was observed on a number of items of glassware and dishes, contrary to the legislation.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by January 14, 2019. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p>

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

Inspection Finding

The written record of complaints for the Licensee did not include the listed items. Specifically, some complaints were noted as "ongoing", and no record of the action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up actions or the final resolution of some of the complaints was documented, as prescribed.

Outcome

The Licensee submitted a plan to achieve compliance by January 14, 2019. RHRA to confirm compliance by inspection.

3. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.

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

14. (3) For the purposes of paragraph 5 of subsection 65 (5) of the Act, every licensee of a retirement home shall ensure that every staff member who provides a care service to a resident has received or receives training in,

- (b) each care service offered in the home so that the staff member is able to understand the general nature of each of those services, the standards applicable under the Act to each of those services and the aspects of each of those services that may be relevant to the staff member’s own duties in the home.

Inspection Finding

The record of staff training produced for inspection showed that not all staff had completed training in the care service for provision of a meal prior to working in the retirement home, as prescribed.

Outcome

The Licensee submitted a plan to achieve compliance by January 14, 2019. 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 January 2, 2019
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