

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

Inspection Information	
<b>Date of Inspection:</b> November 28, 2012	<b>Name of Inspector:</b> Judy Lucas
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Pathways Inc. / 375 Trunk Rd., Sault Ste. Marie, ON P6A 6T5 (the "Licensee")	
<b>Retirement Home:</b> Pathways Retirement Residence / 375 Trunk Rd., Sault Ste. Marie, ON P6A 6T5 (the "home")	
<b>Licence Number:</b> N0148	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67(2); Protection against abuse and neglect</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 67. (2)</b> Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to provide a resident of the home with the care and assistance required for the resident's health, safety and/or well-being. On multiple occasions, staff of the home did not administer medications to the resident that had been ordered by a physician.</p>
<p><b>Outcome</b></p> <p>No corrective action taken. Registrar Warning Letter issued to Licensee.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 59(2); Procedure for complaints to licensee</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 59(2)</b> The licensee shall ensure that a written record is kept in the retirement home that includes, (a) the nature of each verbal or written complaint;</p>

- (b) the date that the complaint was received;
- (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;
- (e) every date on which any response was provided to the complainant and a description of the response; and
- (f) any response made in turn by the complainant.

**Inspection Finding**

A resident's family member complained to the Licensee regarding the resident's care. The Licensee failed to maintain the required record of this complaint.

**Outcome**

No corrective action taken.  
Registrar Warning Letter issued to Licensee.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c.11, s. 67(4); Protection against abuse and neglect**

Specifically, the Licensee failed to comply with the following subsection:

**s. 67(4)** Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.

**Inspection Finding**

The Inspector determined that there was no written policy on zero tolerance of abuse and neglect.

**Outcome**


No corrective action taken.  
Registrar Warning Letter issued to Licensee.

**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 May 24, 2013
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