RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: February 5, 2013	**Name of Inspector:** Ed Lum
Inspection Type: Mandatory Reporting Inspection	
Licensee: In Touch Retirement Living for Vegetarians/Vegans Inc. / 64 King Street, Toronto, ON M9N 1L3 (the "Licensee")	
Retirement Home: In Touch Retirement Living / 64 King Street, Toronto, ON M9N 1L3 (the "home")	
Licence Number: T0183	

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

NON-COMPLIANCE
1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67 (2); Protection against abuse and neglect. Specifically, the Licensee failed to comply with the following subsection: **s. 67. (2)** Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.
Inspection Finding The Licensee failed to ensure the safety of a resident who exited from the home on three occasions.
Outcome No corrective action taken.
2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 60 (4) and O. Reg. 166/11, s. 25 (3); Safety Plans; Emergency Plan. Specifically, the Licensee failed to comply with the following subsections: **s. 60. (4)** Every licensee of a retirement home shall ensure that the following are in place for the home: 1. An emergency plan that responds to emergencies in the home or in the community in which the home is located and that meets the prescribed requirements.

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

1. Dealing with,
   - i. fires,
   - ii. community disasters,
   - iii. violent outbursts,
   - iv. bomb threats,
   - v. medical emergencies,
   - vi. chemical spills,
   - vii. situations involving a missing resident, and
   - viii. loss of one or more essential services.

Inspection Finding

The Inspector confirmed with the Licensee that there is no emergency plan in the home that provides how to deal with situations involving a missing resident.

Outcome

No corrective action taken.

3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67 (4); Policy to promote zero tolerance.

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 subsection (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 confirmed with the Licensee that the home's "Zero Tolerance of Abuse and Neglect" template does not meet the requirements under the RHA, and does not constitute a written policy.

Outcome

No corrective action taken.

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