

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: December 19, 2012	Name of Inspector: Gerald Lawrence
Inspection Type: Mandatory Reporting Inspection	
Licensee: 1814124 Ontario Inc. / 175-181 Niagara Street, St. Catharines, ON L2R 4M1 (the "Licensee")	
Retirement Home: Niagara Gardens Retirement Manor / 175-181 Niagara Street, St. Catharines, ON L2R 4M1 (the "home")	
Licence Number: S0195	

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

NON-COMPLIANCE
1. The Licensee failed to comply with RHA, S.O. 2010, c. 11, s. 51; Residents' Bill of Rights. Specifically, the Licensee failed to comply with the following subsection: s. 51 (1) Every resident of a retirement home has the following rights which constitute the Residents' Bill of Rights: 8. The right to live in a safe and clean environment where he or she is treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity. s. 51 (2) Every licensee of a retirement home shall ensure that the rights set out in the Residents' Bill of Rights are fully respected and promoted in the home in accordance with the regulations, if any.
Inspection Finding On December 11, 2012, a staff of the home was overheard making offensive comments about a resident during a staff meeting. On December 16, 2012, the same staff was overhead making offensive comments about a second resident while assisting the resident bathe. The Licensee failed to ensure an environment which respected the dignity of these two residents, as required under the Residents' Bill of Rights.
Outcome Director Warning Letter issued.

2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75(1); Reporting certain matters to Registrar.

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

s. 75 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.

Inspection Finding

Management of the home was made aware of the two above incidents by staff of the home on December 12, 2012 and December 16, 2012, respectively. Management failed to report these incidents to the RHRA, as is required by the legislation.

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 28, 2013
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