RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: February 22, 2013	**Name of Inspector:** Susan Lines
Inspection Type: Mandatory Reporting Inspection	
Licensee: 1197498 Ontario Inc. / 168 Daillee Road, Arnprior, ON K7G 3G8 (the "Licensee")	
Retirement Home: Autumn Leaves Lodge – Braeside / 61 Gilles Street, Braeside, ON K0A 1G0 (the "home")	
Licence Number: N0167	

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 A resident of the home left the home on several occasions in November and December 2012 without staff being aware of his departure. The resident's family had concerns about his wandering out of the home and being unattended. The Inspector found evidence that the home had knowledge of the resident's tendency to leave the home without notice to staff. The Licensee did not provide this resident with the care and/or assistance required for their health, safety, and well-being. This inaction by staff of the home jeopardized this resident's safety.
Outcome Further corrective action required. Director Warning Letter issued.
2. 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 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. The home does not have a written policy to promote zero tolerance of abuse and neglect of residents.

Inspection Finding

The home does not have a written policy to promote zero tolerance of abuse and neglect of residents.

Outcome

Corrective action taken.

3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Procedure for complaints to licensee.

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

s. 73 (1) Every licensee of a retirement home shall ensure that there is a written procedure for a person to complain to the licensee about the operation of the home and for the way in which the licensee is required to deal with complaints.

s. 73 (2) The procedure shall comply with the regulations.

Inspection Finding

The home does not have a written procedure for complaints, and failed to respond appropriately following complaints made by a resident's substitute decision maker concerning issues related to that resident's personal care, medication, and unknown departures from the home.

Outcome

Corrective action taken.

4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Obligations of licensees re staff.

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

s. 65 (1) Every licensee of a retirement home shall ensure that all the staff who work in the home,

(a) have the proper skills and qualifications to perform their duties; and

(b) possess the prescribed qualifications.

s. 65 (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

(a) the Residents' Bill of Rights;

(b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;

(c) the protection afforded for whistle-blowing described in section 115;

(d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;

(e) injury prevention;

(f) fire prevention and safety;

(g) the licensee's emergency evacuation plan for the home mentioned in subsection 60 (3);

(h) the emergency plan and the infection prevention and control program of the licensee for the home mentioned in subsection 60 (4);

(i) all Acts, regulations, policies of the Authority and similar documents, including policies of the licensee, that are relevant to the person's duties; and

(j) all other prescribed matters.

Inspection Finding

There is no evidence that staff of the home have received any orientation or annual training, as is required by the legislation.

Outcome

Further corrective action required.

Director Warning Letter issued.

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 20, 2013