

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

Inspection Information	
Date of Inspection: February 28, 2013	Name of Inspector: Debbie Rydall
Inspection Type: Mandatory Reporting Inspection	
Licensee: 480313 Ontario Inc. / 335 Dundas Street E., Waterdown, ON L0R 2H0 (the "Licensee")	
Retirement Home: Waterdown Manor / 335 Dundas Street E., Waterdown, ON L0R 2H0 (the "home")	
Licence Number: T0184	

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>1. The Licensee failed to comply with O. Reg. 166/11, s. 29; Administration of drugs or other substances.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 29 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 administration of a drug or other substance, the licensee shall ensure that,</p> <p>(c) neither the licensee nor a staff member administers a drug to a resident in the home unless the licensee or the staff member has received training in the procedures applicable to the administration of the drug.</p>
<p>Inspection Finding</p> <p>Staff administering medications have received some classroom training but have not had supervised practical training related to medication administration. A staff member of the home advised the Inspector that she administered insulin to a resident, and in particular, confirmed that she had administered medication on February 8, 2013. At that time, the staff had not passed the unregulated care provider training quiz and should not have been permitted to administer medications to residents of the home.</p>
<p>Outcome</p> <p>Corrective action taken; the Inspector confirmed that the staff member has since passed the training quiz.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67(5); Contents.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p>

- s. 67 (5)** At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,
- (b) provide that abuse and neglect are not to be tolerated;
 - (c) provide for a program for preventing abuse and neglect;
 - (e) contains procedures for investigating and responding to alleged, suspected, or witnessed abuse and neglect of residents; and,
 - (f) set out the consequences for those who abuse or neglect residents.

Inspection Finding

The requirements of the home's abuse policy were discussed with the operator during RHRA inspections in February and March 2012. Related to these inspections, the Licensee had previously received two letters from the RHRA, on March 29, 2012 and April 11, 2012, which also addressed the requirements under section 15 of Ontario Regulation 166/11. The Inspector confirmed that the current policy to promote zero tolerance of abuse and neglect still does not meet the requirements of the legislation.

Outcome

The Licensee has assured the RHRA that their policy to promote zero tolerance of abuse and neglect now meets the requirements of 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 August 19, 2013
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