RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: September 4, 2013	**Name of Inspector:** Ed Lum
Inspection Type: Mandatory Reporting Inspection	
Licensee: 1753359 Ontario Ltd. / 258 Talbot Street E., Aylmer, ON N5H 1H7 (the "Licensee")	
Retirement Home: Brookside Manor / 258 Talbot Street E., Aylmer, ON N5H 1H7 (the "home")	
Licence Number: S0130	

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 O. Reg. 166/11, s. 29; Administration of drugs or other substances.
The Licensee failed to comply with O. Reg. 166/11, s. 30; Storage of drugs or other substances.

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

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,

(d) a member of a College, as defined in the *Regulated Health Professions Act, 1991*, supervises the administration of the drug or other substance to the resident of the home.

s. 30. If drugs or other substances are stored in a retirement home on behalf of a resident, the licensee of the home shall ensure that,

(a) the drugs or other substances are stored in an area or a medication cart that,

(i) is used exclusively for drugs or other substances and for supplies related to drugs or other substances,

(ii) is locked and secure.

Inspection Finding

The Inspector confirmed that there is no member of a College, as defined in the *Regulated Health Professions Act, 1991*, that supervises the administration of drugs or other substances to residents of the home. Further, the Inspector observed that insulin for two residents of the home was being stored in an unlocked refrigerator not exclusively used for drugs or other substances.

Outcome

Corrective action required relating to supervision of the administration of drugs to residents of the home, and the storage of drugs in the home. The Licensee's submissions indicate that the Licensee has retained a

local pharmacy to be the medication provider of record to the home.

2. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal.

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

s. 40. If one of the care services that that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,

(b) menus provide adequate nutrients, fibre and energy for the resident, include fresh seasonal foods and are consistent with standards of good nutrition in Canada;

(c) the menu is varied and changes daily;

(d) the menu cycle changes at least every 21 days;

(e) the menu includes alternative entrée choices at each meal;

(f) an individualized menu is developed for the resident if the resident's needs cannot be met through the home's menu cycle;

(g) the resident is informed of his or her daily and weekly menu options.

Inspection Finding

The Inspector found that in the home:

- menu meals include very little fresh seasonal foods and are not consistent with standards of good nutrition in Canada,
- breakfast meals are not varied and do not change daily,
- there is no menu cycle,
- the menu does not include alternative entrée choices at each meal,
- an individualized menu has not been developed for two residents who are diabetic, and,
- residents are not informed of their daily and weekly menu options.

Outcome

Corrective action required.

3. The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.

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

s. 25. (2) The licensee shall ensure that the development of the emergency plan includes,

(a) consultation with the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency.

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

1. Dealing with,

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.

2. Evacuation of the retirement home, including a system in the home to account for the whereabouts of all residents in the event that it is necessary to evacuate and relocate residents and evacuate staff and others in case of an emergency.

3. Resources, supplies and equipment vital for the emergency response being set aside and readily available at the retirement home and regular testing of all such resources, supplies and equipment to ensure that they are in working order.

4. Identification of the community agencies, partner facilities and resources that will be involved in responding to an emergency.

Inspection Finding

The Administrator of the home could not provide any evidence that a consultation with relevant community agencies, partner facilities and resources that will be involved in responding to an emergency was completed as part of the development of the home's emergency plan.

The Administrator could not provide the Inspector with an emergency plan that deals with community disasters, violent outbursts, bomb threats, medical emergencies, chemical spills, situations involving a missing resident and loss of one or more essential services.

Outcome

Corrective action required.

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
	November 4, 2013