

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: September 10, 2013	Name of Inspector: Ed Lum
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 the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect Specifically, the Licensee failed to comply with the following subsection: <u>s. 67. (2)</u> 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 Inspector found that five residents had each wandered from the home on several occasions. From March 23, 2013 to September 9, 2013 inclusive, these residents wandered from the home a total of twenty-four times. There was insufficient evidence provided by the home to show that adequate care and assistance was given to these five residents to ensure their safety. This pattern of inaction jeopardized the safety of these five residents.
Outcome The Licensee has taken corrective action to address the non-compliance.
2. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management Specifically, the Licensee failed to comply with the following subsections: <u>s. 23. (1)</u> Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

- (a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;
 - (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;
 - (c) strategies for monitoring resident that have demonstrated behaviours that pose a risk to the resident or others in the home; and
 - (d) protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk to the resident or others in the home.
- (2) The licensee shall ensure that all staff who provide care services to residents are advised at the beginning of every shift of each resident whose behaviours require heightened monitoring because those behaviours pose a risk to the resident or others in the home.

Inspection Finding

Management of the home confirmed to Inspector that the home's policy on Responsive Behaviours was not followed with respect to the exit seeking behaviours of the residents noted above.

Outcome

The Licensee has taken corrective action to address the non-compliance.

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 5, 2013
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