

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

Inspection Information	
<b>Date of Inspection:</b> December 9, 2013	<b>Name of Inspector:</b> Janet Evans
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Sons of Italy (Hamilton) Charitable Corporation / 530 Upper Paradise Road, Hamilton, ON L9C 7W2 (the "Licensee")	
<b>Retirement Home:</b> Villa Italia Retirement Residence / 530 Upper Paradise Road, Hamilton, ON L9C 7W2 (the "home")	
<b>Licence Number:</b> S0010	

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><b>1. The Licensee failed to comply with the RHRA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect.</b></p> <p>Specifically, the Licensee failed to copy with the following subsection:</p> <p><b><u>s. 67. (1)</u></b> Every licensee of a retirement home shall protect residents of the home from abuse by anyone.</p>
<p><b>Inspection Finding</b></p> <p>On October 25, 2013, the Licensee became aware of an incident of emotional abuse of a resident by an External Care Provider (ECP). The Director of Care of the home had tried to contact the ECP's agency three times to report the incident and request a different care provider. When the agency did not respond to the Licensee, the Licensee did not take any further steps to protect the resident. On November 1, 2013 there was another incident of abusive behaviour by the same ECP towards the resident.</p>
<p><b>Outcome</b></p> <p>Corrective action taken.</p>
<p><b>2. The Licensee failed to comply with the RHRA, S.O. 2010, c. 11, s. 74; Licensee's duty to respond to incidents of wrongdoing.</b></p> <p>Specifically, the Licensee failed to copy with the following subsection:</p> <p><b><u>s. 74.</u></b> Ever licensee of a retirement home shall ensure that,</p>

(a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated:

(i) abuse of a resident of the home by anyone.

**Inspection Finding**

On October 25, 2013, when the Licensee became aware of an alleged incident of abuse of a resident, they failed to follow their policy of Elder Abuse Prevention, with respect to investigating the incident. There was no assessment of the resident and no statement obtained from the resident.

**Outcome**

Corrective action taken.

**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 January 20, 2014
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