

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

Inspection Information	
Date of Inspection: December 9, 2013	Name of Inspector: Janet Evans
Inspection Type: Mandatory Reporting Inspection	
Licensee: Sons of Italy (Hamilton) Charitable Corporation / 530 Upper Paradise Road, Hamilton, ON L9C 7W2 (the "Licensee")	
Retirement Home: Villa Italia Retirement Residence / 530 Upper Paradise Road, Hamilton, ON L9C 7W2 (the "home")	
Licence Number: 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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to the Registrar.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 75. (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:</p> <p style="padding-left: 40px;">2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.</p>
<p>Inspection Finding</p> <p>On November 5, 2013, a female resident's son met with the Director of Care and Executive Assistant and made verbal threats against the male resident after his mother told him that she had been physically abused by the male resident that day. The Licensee delayed in notifying RHRA of the incident until November 22, 2013 at which time it was not indicated that any threats had been uttered against a resident.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>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.</p>

Inspection Finding

Incidents of verbal aggression occurred on June 26-27, 2013, October 8, 2013 and November 5, 2013 between a male and female resident of the home. All three incidents were investigated by the Licensee. On October 8, 2013 and November 5, 2013, the female resident's son made verbal threats towards the male resident. During a meeting November 5, 2013 with the Director of Care and Executive Assistant the resident's son verbally directed death threats at the male resident who was not present at the time. The Licensee failed to follow their policy of Elder Abuse Prevention when they did not immediately notify the police that someone was threatening violence to a 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 21, 2014
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