

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

Inspection Information	
Date of Inspection: November 27, 2013	Name of Inspector: Michael Hickey (L), Janet Evans
Inspection Type: Mandatory Reporting Inspection	
Licensee: Rykka Care Centres LP / Unit 415, 48 Galaxy Boulevard, Toronto, ON M9W 6C8 (the "Licensee")	
Retirement Home: Anson Place Care Centre / 85 Main Street N., Hagersville, ON N0A 1H0 (the "home")	
Licence Number: S0168	

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. 60; Standards. The Licensee failed to comply with O. Reg. 166/11, s. 35; Assistance with bathing.</p> <p>Specifically, the Licensee failed to comply with the following section:</p> <p>s. 35. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with bathing, the licensee shall ensure that,</p> <p>(b) the resident is bathed in a manner that respects the resident's privacy and preferences, except to the extent that these are contraindicated by a medical condition.</p>
<p>Inspection Finding</p> <p>Inspection confirmed that a resident of the retirement home was not bathed by a staff member in a manner that respected the resident's preferences.</p>
<p>Outcome</p> <p>Corrective action taken.</p>
<p>2. 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> <p>s. 67. (5) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,</p> <p>(d) contain an explanation of the duty under section 75 to report to the Registrar the matters specified in that section.</p>

Inspection Finding

On the date of inspection, the Inspector confirmed that the policy for promoting zero tolerance of abuse and neglect was not in alignment with the *RHA*.

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 27, 2014
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