RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: February 10, 2014	**Name of Inspector:** Ed Lum
Inspection Type: Mandatory Reporting Inspection	
Licensee: Regal Lifestyle Communities Inc. / 207-155 University Avenue, Toronto, ON M5H 3B7 (the "Licensee")	
Retirement Home: Plymouth Cordage Retirement Community / 110 First Street, Welland, ON L3B 4S2 (the "home")	
Licence Number: S0174	

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 RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar. Specifically, the Licensee failed to comply with the following subsection: **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: 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.
Inspection Finding On January 31, 2014, staff became aware of an allegation of physical abuse to a resident by a staff of the home that had occurred on January 30, 2014. This information was not reported to the Registrar.
Outcome Corrective action taken.
2. The Licensee failed to comply with RHA, S.O. 2010, c. 11, s. 74; Licensee's duty to respond to incidents of wrongdoing. Specifically, the Licensee failed to comply with the following subsection: **s. 74.** Every licensee of a retirement home shall ensure that,

(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 January 31, 2014, a resident disclosed to a staff member that she had a bruise on her right hand caused when another staff member had grabbed her hand to sit her up in bed on January 30, 2014. The resident told the Inspector that her hand hurt for one day. The home's General Manager confirmed that this allegation of physical abuse was not investigated.
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
	March 12, 2014