

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: January 28, 2014	Name of Inspector: Debbie Rydall
Inspection Type: Mandatory Reporting Inspection	
Licensee: Cedarbrook Lodge Retirement Inc. / 520 Markham Road, Scarborough, ON M1H 3A1 (the "Licensee")	
Retirement Home: Cedarbrook Lodge Retirement Residence / 520 Markham Road, Scarborough, ON M1H 3A1 (the "home")	
Licence Number: T0122	

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 O. Reg. 166/11, s. 59; Procedure for complaints to licensee. Specifically, the Licensee failed to comply with the following subsection: s. 59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows: 1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately. 2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint. 3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances. 4. A response shall be made to the person who made the complaint, indicating, i. what the licensee has done to resolve the complaint, or ii. that the licensee believes the complaint to be unfounded and the reasons for the belief. (2) The licensee shall ensure that a written record is kept in the retirement home that includes, (a) the nature of each verbal or written complaint; (b) the date that the complaint was received; (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required; (d) the final resolution, if any, of the complaint;

- (e) every date on which any response was provided to the complainant and a description of the response; and
(f) any response made in turn by the complainant.

Inspection Finding

The daughter of a resident sent numerous emails to the home informing them of her concerns and complaints, however there is little documented evidence that the home responded and managed these concerns. Although the Licensee has a policy in place relating to the management of concerns, the home did not follow their policy when they did not respond to all written complaints within 5 days. The home does not document and log verbal and written concerns and complaints. The home's policy is not in compliance with legislative requirements. There is no documented evidence to support that the complaints sent on September 19 and 20, 2013 alleging neglect were investigated.

Outcome

Warning Letter issued.

2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67(4); Policy to promote zero tolerance.

Specifically, the Licensee failed to comply with the following subsection:

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.

Inspection Finding

Upon receiving an email from the resident's daughter on September 20, 2013 that documented her concern of the alleged care neglect of her father by staff working the night shift, the Licensee did not comply with its policy to promote zero tolerance of abuse and neglect. There is no documented evidence to support that the Licensee conducted an investigation, as is required by both their policy and the legislation.

Outcome

Warning Letter issued.

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 25, 2014
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