RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: February 4, 2014	**Name of Inspector:** Ed Lum
Inspection Type: Mandatory Reporting Inspection	
Licensee: Pushpa Ashanagari / 4609 Rosebush Road, Mississauga ON L5M 5H2 (the "Licensee")	
Retirement Home: New Elmwood Retirement Residence / 4609 Rosebush Road, Mississauga ON L5M 5H2 (the "home")	
Licence Number: T0234	

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. 65; Training. Specifically, the Licensee failed to comply with the following subsection: **s. 65. (2)** Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in, (a) the Residents' Bill of Rights; (b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents; (c) the protection afforded for whistle-blowing described in section 115; (d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents; (e) injury prevention; (f) fire prevention and safety; (g) the licensee's emergency evacuation plan for the home mentioned in subsection 60 (3); (h) the emergency plan and the infection prevention and control program of the licensee for the home mentioned in subsection 60 (4); (i) all Acts, regulations, policies of the Authority and similar documents, including policies of the licensee, that are relevant to the person's duties; and (j) all other prescribed matters.
Inspection Finding On day of inspection, the Licensee was not able to provide evidence to confirm that staff had received the required training.

Outcome

No corrective action taken.

Warning Letter issued.

2. The Licensee failed to comply with O. Reg. 166/11, s. 30; Storage of drugs or other substances.

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

s. 30. If drugs or other substances are stored in a retirement home on behalf of a resident, the licensee of the home shall ensure that,

(a) the drugs or other substances are stored in an area or a medication cart that,

(i) is used exclusively for drugs or other substances and for supplies related to drugs or other substances.

Inspection Finding

Inspection confirmed that the medications for residents are being stored in a locked cupboard not used exclusively for drugs or other substances and for supplies related to drugs or other substances.

Outcome

Corrective action taken.

3. The Licensee failed to comply with O. Reg. 166/11, s. 20; Food preparation.

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

s. 20. (4) The licensee shall ensure that whenever food is prepared in the retirement home, at least one person involved in preparing the food holds a current certificate in food handling from the local public health unit or has recently successfully completed a food handling training program equivalent to that offered by public health units.

Inspection Finding

Inspection confirmed that there is no person preparing the food in the home that holds a current certificate in food handling.

Outcome

Corrective action required.

Warning Letter issued.

4. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal.

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

s. 40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,

(c) the menu is varied and changes daily;

(d) the menu cycle changes at least every 21 days;

(e) the menu includes alternative entrée choices at each meal;

(g) the resident is informed of his or her daily and weekly menu options.

Inspection Finding

Inspection verified that meals provided to residents are not varied, there is no menu cycle, no alternative entrée choices at each meal and the residents are not informed of their daily and weekly menu options.

Outcome

No corrective action taken.

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 31, 2014