

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

Inspection Information	
<b>Date of Inspection:</b> March 5, 2014	<b>Name of Inspector:</b> Debbie Rydall
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> V!VA Retirement Communities Inc. / 3845 Bathurst Street, Unit 206, Toronto, ON M3H 3N2 (the "Licensee")	
<b>Retirement Home:</b> V!VA Thornhill Woods Retirement Community / 9700 Bathurst Street, Vaughan, ON L6A 4V2 (the "home")	
<b>Licence Number:</b> T0256	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Obligations of licensees re staff.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 65. (2)</b> Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> <ul style="list-style-type: none"> <li>(a) the Residents' Bill of Rights;</li> <li>(d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;</li> <li>(e) injury prevention;</li> <li>(f) fire prevention and safety;</li> <li>(g) the licensee's emergency evacuation plan for the home mentioned in subsection 60 (3);</li> <li>(h) the emergency plan and the infection prevention and control program of the licensee for the home mentioned in subsection 60 (4);</li> <li>(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</li> <li>(j) all other prescribed matters.</li> </ul>
<p><b>Inspection Finding</b></p> <p>Employee files for two staff were reviewed. There was no documented evidence to support that they had received the required training relating to fire safety, emergency evacuation plan, injury prevention, PASD and infection control prior to working in the home.</p>

**Outcome**

Corrective action taken.

**2. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.**

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

**s. 24. (5)** The licensee shall,

(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,

- (i) the loss of essential services,
- (ii) situations involving a missing resident,
- (iii) medical emergencies, and
- (iv) violent outbursts;

(c) keep a written record of the testing of the emergency plan and planned evacuations and of any changes made to improve the emergency plan.

**Inspection Finding**

The home has an emergency plan in place; however has not yet tested their emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to the emergencies listed in the legislation.

**Outcome**

Corrective action taken.

**3. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.**

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

**s. 23. (1)** Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

- (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home; and
- (d) protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk to the resident or others in the home.

**Inspection Finding**

The home has developed a written behaviour management strategy; however it does not meet all of the requirements of the legislation. Specifically, the strategy does not include how the home will monitor residents that have demonstrated behaviours that pose a risk and there are no written protocols for how staff and volunteers will report and be informed of resident behaviours that pose a risk to the resident or others in the home.

**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 April 2, 2014
---	-----------------------