

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

Inspection Information	
Date of Inspection: February 10, 2014	Name of Inspector: Sue McKechnie
Inspection Type: Mandatory Reporting Inspection	
Licensee: Greenwood Retirement Communities Limited / 805-2200 Yonge Street, Toronto, ON M4S 2C6 (the "Licensee")	
Retirement Home: Retirement Suites by the Lake / 2121 Kingston Road, Toronto, ON M1N 1T5 (the "home")	
Licence Number: T0180	

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 O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect.</p> <p>Specifically, the licensee failed to comply with the following subsections:</p> <p>s. 15. (1) The program for preventing abuse and neglect described in clause 67 (5) (c) of the Act shall entail training and retraining requirements for all staff of the retirement home, including,</p> <ul style="list-style-type: none"> (a) training on the relationship between power imbalances between staff and residents and the potential for abuse and neglect by those in a position of trust, power and responsibility for resident care; and (b) situations that may lead to abuse and neglect and how to avoid such situations. <p>(3) The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,</p> <ul style="list-style-type: none"> (a) contain procedures and interventions to assist and support residents who have been abused or neglected or allegedly abused or neglected; (b) contain procedures and interventions to deal with persons who have abused or neglected or allegedly abused or neglected residents, as appropriate; (c) identify measures and strategies to prevent abuse and neglect; (d) provide that the licensee of the retirement home shall ensure that the resident's substitute decision-makers, if any, and any other person specified by the resident, <ul style="list-style-type: none"> (i) are notified immediately upon the licensee becoming aware of an alleged, suspected or witnessed incident of abuse or neglect of a resident that has resulted in a physical injury or pain to a resident or that causes distress to a resident that could potentially be detrimental to a resident's health or well-being, and (ii) are notified within 12 hours upon the licensee becoming aware of any other alleged,

suspected or witnessed incident of abuse or neglect of a resident;

(e) provide that the licensee of the retirement home shall ensure that the resident and the resident's substitute decision-makers, if any, are notified of the results of an investigation described in clause 67 (5) (e) of the Act immediately upon the completion of the investigation;

(f) provide that the licensee of the retirement home shall ensure that the appropriate police force is immediately notified of any alleged, suspected or witnessed incident of abuse or neglect of a resident that the licensee suspects may constitute a criminal offence; and

(g) provide that the licensee of the retirement home shall ensure that,

(i) an analysis of every incident of abuse or neglect of a resident at the home is undertaken promptly after the licensee becomes aware of it.

Inspection Finding

- The home's abuse policy does not contain all required elements. The following were not addressed: Training requirements, notifications of the substitute decision maker and clear procedures for investigating.
- Reporting forms identified in their policy were not available.
- The home failed to notify the police when they became aware that money was missing from a resident's room.
- The home failed to investigate when notified of items missing from a resident's room. Money and a ring went missing in December 2013 from the resident's room and later reported to the home in January 2014.

Outcome

Corrective action taken.

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

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

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.

- (5) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,
- (a) clearly set out what constitutes abuse and neglect;
 - (b) provide that abuse and neglect are not to be tolerated;
 - (c) provide for a program for preventing abuse and neglect;
 - (d) contain an explanation of the duty under section 75 to report to the Registrar the matters specified in that section;
 - (e) contain procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents;
 - (f) set out the consequences for those who abuse or neglect residents;
 - (g) comply with the prescribed requirements, if any, respecting the matters described in clauses (a) to (f); and
 - (h) deal with the additional matters, if any, that are prescribed.

Inspection Finding

- Definitions of what constitutes abuse and neglect in the home's abuse policy were unclear.
- The requirement to explain the duty under section 75 to report certain matters to the Registrar was not included.
- Money and a ring went missing from a resident's room in December 2013, reported to the home in January 2014. The matter was not reported to the Registrar as required.

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 10, 2014
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