RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: February 14, 2014	**Name of Inspectors:** Sue McKechnie (L), Heather Buchanan
Inspection Type: Mandatory Reporting Inspection	
Licensee: Eden Place Retirement And Wellness Home Inc. / 38 Everett Street, Belleville, ON K8P 3K2 (the "Licensee")	
Retirement Home: Eden Place Retirement Home, 38 Everett Street, Belleville, ON K8P 3K2 (the "home")	
Licence Number: N0187	

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 O. Reg. 166/11, s. 59; Procedure for complaints to licensee.

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

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 home's "Supporting the Right of Residents to Voice Grievances" which was identified as the Complaint Process does not contain the required elements of the legislation. It is also written using terms such as community mentor, household coordinator and household learning circle, none of which are in use in the home.
- The home's completed "Supporting Resident Autonomy and Preferences" form reviewed identifies an action plan which does not address the concern. A resident (only first name identified) complained of not getting what she ordered (for meals). The action taken was that the cook met privately with a resident (of a different identified name), and a PSW was going to help her choose from the menu. Neither action addresses the identified issue, there are no time frames and no identified resolution from the private meeting with the cook.

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 30, 2014