

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

Inspection Information	
Date of Inspection: April 23, 2014	Name of Inspector: Gerald T. Lawrence
Inspection Type: Routine Inspection	
Licensee: DCMS GP (Canterbury Place) Inc. / 2121 Argentia Road, Suite 301, Mississauga, ON L5N 2X4 (the "Licensee")	
Retirement Home: Canterbury Place Retirement Residence / 1 Canterbury Place, North York, ON M2N 0G7 (the "home")	
Licence Number: T0059	

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>1. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 24. (5) The Licensee shall,</p> <ul style="list-style-type: none"> (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, <ul style="list-style-type: none"> (i) the loss of essential services, (ii) situations involving a missing resident, (iii) medical emergencies, and (iv) violent outbursts (b) at least once every two years, conduct a planned evacuation of the retirement home; and (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.
<p>Inspection Finding</p> <p>The Emergency Plan was reviewed and does not include the requirements of O. Reg. s. 24 5 (a),(b) & (c).</p>
<p>Outcome</p> <p>Corrective action taken.</p>

2. The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.

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

s. 44. (2) The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

- 4. Behavioural issues.
- 7. The matters listed in subsection 43 (2) (initial assessment matters).

Inspection Finding

The full assessment card in use by the Director of Wellness does not include behavioural issues and all matters from the initial assessment.

Outcome

Corrective action taken.

3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Obligations of licensees re staff.

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

s. 65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

- (d) the licensee's policy mentioned in subsection 68 (4) regarding the use of personal assistance services devices for residents

(5) The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this section:

- 3. Behavioural management.

Inspection Finding

The home's records for staff training were reviewed and found to be missing training for all staff on the use of PASDs and, training for direct care staff in behavioural management.

Outcome

Corrective action scheduled to be completed by August 2014.

4. 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,

- (a) techniques to prevent and address resident behaviours that pose a risk to the resident or others

in the home;
(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;
(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's General Manager advised that the Behaviour Management policy is currently in draft form and not approved for use at the time of the inspection.

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 June 5, 2014
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