

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

<b>Inspection Information</b>	
<b>Date of Inspection:</b> May 29, 2014	<b>Name of Inspector:</b> Gerald T. Lawrence
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> VIVA Retirement Communities Inc. / 3845 Bathurst Street, Unit 206, Toronto ON M3H 3N2 (the "Licensee")	
<b>Retirement Home:</b> VIVA Pickering Retirement Community / 1880 Glengrove Road, Pickering ON L1V 1X2 (the "home")	
<b>Licence Number:</b> T0025	

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

<b>NON-COMPLIANCE</b>
<p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 24. (5)</b> The licensee shall,</p> <ul style="list-style-type: none"> <li>(a) on an annual basis, 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"> <li>(i) the loss of essential services,</li> <li>(ii) situations involving a missing resident,</li> <li>(iii) medical emergencies, and</li> <li>(iv) violent outbursts;</li> </ul> </li> <li>(b) at least once every two years, conduct a planned evacuation of the retirement home;</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>(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.</li> </ul>
<p><b>Inspection Finding</b></p> <p>The home's emergency plan was reviewed and does not include annual testing for responding to the loss of emergency services, situations involving a missing resident, medical emergencies and violent outbursts. In addition the emergency plan does not include a planned evacuation of the home at least once every two years and a written record of the testing of the emergency plan and the planned evacuation and changes made to improve the emergency plan.</p>

**Outcome**

Corrective action taken.

**2. The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency Plan, retirement home with more than 10 residents.**

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

**s. 25. (3)** The licensee shall ensure that the emergency plan provides for the following:

1. Dealing with,
  - (iii) violent outbursts

**Inspection Finding**

The content of the home’s emergency plan was reviewed and does not include a section to deal with an event of a violent outburst.

**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  
The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training**

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

**s. 65. (2)** Every licensee shall 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.

(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. Behaviour management

**s. 14. (1)** For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.

**Inspection Finding**

The home's record of training was reviewed and did not document that staff and direct care staff were trained in the topics listed above.

**Outcome**


Corrective action scheduled to be completed by July 30, 2014.

**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 July 8, 2014
---	----------------------