

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

Inspection Information	
<b>Date of Inspection:</b> May 14, 2014	<b>Name of Inspector:</b> Geraldine Defoe (L); Debbie Rydall
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Amber Lea Place Ltd. / 384 St. Paul Avenue, Brantford, ON N3R 4N4 (the "Licensee")	
<b>Retirement Home:</b> Amber Lea Place Retirement Residence / 384 St. Paul Avenue, Brantford, ON N3R 4N4 (the "home")	
<b>Licence Number:</b> S0083	

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><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</b></p> <p>Specifically, the Licensee failed to comply with the following subsections:</p> <p><b>s. 23. (1)</b> Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <ul style="list-style-type: none"> <li>(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;</li> <li>(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;</li> <li>(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home; and</li> <li>(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.</li> </ul>
<p><b>Inspection Finding</b></p> <p>The home's policy does not include the above mentioned requirements as per the legislation. Two Behavior Management policies were presented. One is a generic ORCA template that is not tailored to the home in question. The other policy only deals with aggressive behaviors. Two residents/alleged abusers have exhibited behaviors. In the Care plan of one resident, there were no behaviors noted and the plan of care was not updated even after behaviors were exhibited. The other resident had behaviors exhibited in her plan of care. However, the plan of care was not updated nor were there any strategies in place to manage the exhibited behaviors.</p>

**Outcome**

Corrective action taken by the Licensee.

**2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect.**

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

**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.

**Inspection Finding**

On date of inspection, the Administrator and Manager of Complaints/Activity Director did not provide proper documentation to verify that a proper investigation was conducted in regards to the suspected unwanted physical touching of a resident and the suspected unwanted verbal sexual harassment of another resident. The home's policy on Zero Tolerance of Abuse and Neglect outlines procedures for an investigation which was not complied with.

**Outcome**


Corrective action taken by the Licensee.

**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 August 11, 2014
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