RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: August 29, 2014	**Name of Inspector:** Ed Lum
Inspection Type: Complaint Inspection	
Licensee: Wasim Investments Limited / 4118 Main Street, Niagara Falls, ON L2G 6C3 (the "Licensee")	
Retirement Home: Chippawa Place Retirement Home / 4118 Main Street, Niagara Falls, ON L2G 6C3 (the "home")	
Licence Number: S0206	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the *Retirement Homes Act, 2010* (the "RHA").

NON-COMPLIANCE

1. The Licensee failed to comply with O. Reg. 166/11, s. 29; Administration of drugs or other substances.

Specifically, the Licensee failed to comply with the following subsection(s):

29. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the administration of a drug or other substance, the licensee shall ensure that,

(c) neither the licensee nor a staff member administers a drug to a resident in the home unless the licensee or the staff member has received training in the procedures applicable to the administration of the drug;

(d) a member of a College, as defined in the Regulated Health Professions Act, 1991, supervises the administration of the drug or other substance to the resident in the home;

(e) if the licensee or a staff member is involved in the administration of the drug or other substance at the home, that the licensee or staff member is trained in,

(i) ways of reducing the incidence of infectious disease, including maintaining proper hand hygiene,

(ii) the safe disposal of syringes and other sharps,

(iii) recognizing an adverse drug reaction and taking appropriate action;

Inspection Finding

Inspection confirmed that staff who administers a drug or other substance to a resident in the home has not received the required training. Further, there is no member of a College, as defined in the Regulated Health Professions Act, 1991, supervising the administration of the drug or other substance to the resident in the home.

Outcome
Corrective action required by the Licensee.

2. The Licensee failed to comply with O. Reg. 166/11, s. 30; Storage of drugs or other substances.

Specifically, the Licensee failed to comply with the following subsection(s):

30. If drugs or other substances are stored in a retirement home on behalf of a resident, the licensee of the home shall ensure that,

(a) the drugs or other substances are stored in an area or a medication cart that,

(i) is used exclusively for drugs or other substances and for supplies related to drugs or other substances,

Inspection Finding
Insulin for residents is stored in a refrigerator amongst food items and not used exclusively for drugs or other substances and for supplies related to drugs or other substances.

Outcome
Corrective action required by the Licensee.

3. The Licensee failed to comply with O. Reg. 166/11, s. 20; Food preparation.

Specifically, the Licensee failed to comply with the following subsection(s):

20. (4) The licensee shall ensure that whenever food is prepared in the retirement home, at least one person involved in preparing the food holds a current certificate in food handling from the local public health unit or has recently successfully completed a food handling training program equivalent to that offered by public health units.

Inspection Finding
No evidence was provided to confirm that staff who prepare food in the home holds a current certificate in food handling.

Outcome
Corrective action required by the Licensee.

4. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal.

Specifically, the Licensee failed to comply with the following subsection(s):

40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,

(a) if the licensee is the sole provider of the resident's meals, the resident is offered at least three meals per day at reasonable and regular meal hours, a beverage between the morning and midday meals, a snack and a beverage between the midday and evening meals and a snack and a beverage after the evening meal;

(b) menus provide adequate nutrients, fibre and energy for the resident, include fresh seasonal foods and are consistent with standards of good nutrition in Canada;

(d) the menu cycle changes at least every 21 days;

(e) the menu includes alternative entr?e choices at each meal;

(f) an individualized menu is developed for the resident if the resident's needs cannot be met through the home's menu cycle;

(g) the resident is informed of his or her daily and weekly menu options;

Inspection Finding

Inspection confirmed that there are no snacks provided to residents. The menu cycle reviewed is not consistent with standards of good nutrition and does not change at least every 21 days. The menu does not include alternative entree choices at each meal and there is no individualized menu developed for diabetic residents that cannot be met through the home's menu cycle. Further, the residents are not informed of their daily and weekly menu options.

Outcome

Corrective action required 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
	September 10, 2014