RHRA Retirement Homes Regulatory Authority

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

| **Inspection Information** | |
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| **Date of Inspection:** June 23, 2014 | **Name of Inspector:** Ed Lum |
| **Inspection Type:** Routine Inspection | |
| **Licensee:** South Mountain Inc. / 391 Rymal Road , Hamilton, ON L9B 1V2 (the "Licensee") | |
| **Retirement Home:** St. Elizabeth Villa / 391 Rymal Road, Hamilton, ON L9B 1V2 (the "home") | |
| **Licence Number:** S0249 | |

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

| **NON-COMPLIANCE** |
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| **1. The Licensee failed to comply with O. Reg. 166/11, s. 27; Infection prevention and control program.**<br><br>Specifically, the Licensee failed to comply with the following subsection(s):<br><br>**27. (4)** The licensee of a retirement home shall ensure that a written surveillance protocol is established in consultation with the local medical officer of health or designate in order to identify, document and monitor residents who report symptoms of respiratory or gastrointestinal illness. |
| **Inspection Finding**<br>The Licensee does not have a written surveillance protocol established. |
| **Outcome**<br>Corrective action taken by the Licensee. |
| **2. The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs.**<br><br>Specifically, the Licensee failed to comply with the following subsection(s):<br><br>**43. (2)** The initial assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:<br>2. Presence of infectious diseases. |
| **Inspection Finding**<br>The initial assessment conducted on residents does not consider presence of infectious diseases. |

**Outcome**
Corrective action taken by the Licensee.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Contents.**

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

**67. (5)** At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,

(d) contain an explanation of the duty under section 75 to report to the Registrar the matters specified in that section;

**Inspection Finding**
The Licensee's written policy to promote zero tolerance of abuse and neglect of residents does not contain an explanation of the duty under section 75 to report to the Registrar.

**Outcome**
Corrective action taken by the Licensee.

**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;

(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 Licensee has not developed and implemented a written behaviour management strategy.

**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 |
|---|---|
|  | September 10, 2014 |