

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

| Inspection Information | |
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| Date of Inspection: August 27, 2014 | Name of Inspector: Rachelle Harber |
| Inspection Type: Routine Inspection | |
| Licensee: Parkview Meadows Christian Retirement Village / 72 Town Centre Drive, Townsend, ON NOA 1S0 (the "Licensee") | |
| Retirement Home: Parkview Meadows Christian Retirement Village - Southview / 72 Town Centre Drive, Townsend, ON NOA 1S0 (the "home") | |
| Licence Number: S0139 | |

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

| NON-COMPLIANCE |
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| <p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Contents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>54. (2) The package of information shall include, at a minimum,</p> <ul style="list-style-type: none"> (l) a statement that a resident may purchase or apply for care services, other services, programs or goods from external care providers; (s) information as to whether the retirement home has automatic sprinklers in each resident's room; (t) information relating to staffing, including night time staffing levels and qualifications of staff of the retirement home; |
| <p>Inspection Finding</p> <p>The homes package of information does not contain an external care provider statement, automatic sprinkler information and information relating to staffing, including night time staffing levels and qualifications of staff.</p> |
| <p>Outcome</p> <p>Corrective action taken by the Licensee.</p> |
| <p>2. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</p> |

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

24. (5) The licensee shall,

(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,

- (i) the loss of essential services,
- (ii) situations involving a missing resident,
- (iii) medical emergencies,
- (iv) violent outbursts;

(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.

Inspection Finding

There is no annual testing of the emergency plan and no written record of the testing of the emergency plan.

Outcome

Corrective action scheduled to be completed by the Licensee by December 31, 2014

3. 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. (1) Subject to section 46, no later than 14 days after a resident commences residency in a retirement home, the licensee shall ensure that a full assessment of the resident’s care needs and preferences is conducted.

Inspection Finding

The licensee did not ensure that a full assessment of all Resident's care needs and preferences was completed and conducted within the required time frame.

Outcome

Corrective action taken by the Licensee.

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

Specifically, the Licensee failed to comply with the following subsection(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.

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| <p>Inspection Finding</p> <p>All staff has not received training on the complaints procedures.</p> |
| <p>Outcome</p> <p>Corrective action taken by the Licensee.</p> |
| <p>5. The Licensee failed to comply with O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>15. (3) The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,</p> <ul style="list-style-type: none"> (g) provide that the licensee of the retirement home shall ensure that, <ul style="list-style-type: none"> (ii) at least once in every calendar year, an evaluation is made to determine the effectiveness of the policy and what changes and improvements are required to prevent further occurrences of abuse and neglect of residents, (iii) the results of the analysis undertaken under subclause (i) are considered in the evaluation mentioned in subclause (ii), (iv) the changes and improvements mentioned in subclause (ii) are promptly implemented, (v) a written record of everything provided for in subclauses (ii) and (iv) and the date of the evaluation, the names of the persons who participated in the evaluation and the date that the changes and improvements were implemented is promptly prepared. |
| <p>Inspection Finding</p> <p>The licensee's written policy to promote zero tolerance of abuse and neglect does not contain all of the requirements as per the Regulation.</p> |
| <p>Outcome</p> <p>Corrective action taken by the Licensee.</p> |
| <p>6. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ul style="list-style-type: none"> (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required; (d) the final resolution, if any, of the complaint; (e) every date on which any response was provided to the complainant and a description of the response; |
| <p>Inspection Finding</p> |


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| <p>The licensee's written record of complaints does not align with the Regulation.</p> |
| <p>Outcome Corrective action taken by the Licensee.</p> |
| <p>7. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <ul style="list-style-type: none"> (a) techniques to prevent and address resident 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. |
| <p>Inspection Finding The licensee's written behavior management strategy does not align with the Regulation.</p> |
| <p>Outcome Corrective action taken by the Licensee.</p> |
| <p>8. The Licensee failed to comply with O. Reg. 166/11, s. 32; Records.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>32. If the licensee or a member of the staff of a retirement home administers a drug or other substance to a resident, the licensee shall ensure that,</p> <ul style="list-style-type: none"> (b) if a drug is administered, there is written evidence that the drug was prescribed for the resident by a person who is authorized to prescribe a drug under section 27 of the Regulated Health Professions Act, 1991; |
| <p>Inspection Finding The licensee did not ensure that there was written evidence of a prescription for all drugs administered.</p> |
| <p>Outcome Corrective action taken by the Licensee.</p> |

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/>

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| Signature of Inspector  | Date October 8, 2014 |
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