RHRA Retirement Homes Regulatory Authority

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

| **Inspection Information** | |
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| **Date of Inspection:** October 24, 2014 | **Name of Inspector:** Corina Gadde |
| **Inspection Type:** Routine Inspection | |
| **Licensee:** 1197498 Ontario Inc / 168 Daillee Road, Arnprior, ON K7G 3G8 (the "Licensee") | |
| **Retirement Home:** Autumn Leaves Lodge - Renfrew / 12 Horton School Road , Renfrew, ON K7V 3Z4 (the "home") | |
| **Licence Number:** N0265 | |

| **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 the RHA, S.O. 2010, c. 11, s. 54; Contents.**<br><br>Specifically, the Licensee failed to comply with the following subsection(s):<br><br>**54. (2)** The package of information shall include, at a minimum,<br>(c) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;<br>(l) a statement that a resident may purchase or apply for care services, other services, programs or goods from external care providers; |
| **Inspection Finding**<br>The Licensee's package of information for residents does not contain all of the required information. |
| **Outcome**<br>Corrective action required by the Licensee.<br>Warning Letter issued. |
| **2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 53; Agreement required.**<br><br>Specifically, the Licensee failed to comply with the following subsection(s):<br><br>**53. (1)** The licensee of a retirement home shall enter into a written agreement with every resident of the home before the resident commences residency in the home. |

**Inspection Finding**

Resident files reviewed did not contain written residency agreements.

**Outcome**

Corrective action taken by the Licensee.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 55; Posting information.**
**The Licensee failed to comply with O. Reg. 166/11, s. 11; Posted information.**

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

**55. (2)** Every licensee of a retirement home shall ensure that the following information is posted in the home in a conspicuous and easily accessible location and in a manner that complies with the prescribed requirements, if any:

3. An explanation of the measures to be taken in case of fire.

**11. (1)** For the purposes of paragraph 4 of subsection 55 (2) of the Act, the following information is prescribed as information that must be posted in a retirement home under that subsection:

3. An explanation of the procedures to be followed in the case of an evacuation.

**Inspection Finding**

An explanation of the measures to be taken in case of fire and the procedures to be followed in the case of an evacuation are not posted in the home.

**Outcome**

Corrective action required by the Licensee.

Warning Letter issued.

**4. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.**

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**

The Licensee did not demonstrate annual testing the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to the loss of essential services, situations involving a missing resident, medical emergencies, and violent outbursts.

**Outcome**

Corrective action required by the Licensee.

Warning Letter issued.

**5. 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,
   - ii. community disasters,
   - iii. violent outbursts,
   - vi. chemical spills,
   - viii. loss of one or more essential services.

**Inspection Finding**

The Licensee's emergency plan does not provide for community disasters, violent outbursts, chemical spills or loss of one or more vital services.

**Outcome**

Corrective action required by the Licensee.

Warning Letter issued.

**6. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.**

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

**65. (2)** Every licensee 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;

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| **Inspection Finding**<br>Staff who work in the home have not received the required training in the Residents Bill of Rights, the Licensee's policy to promote zero tolerance of abuse and neglect of residents, whistle blowing protection, and the Licensee's policy regarding the use of personal assistance services devices for residents. |
| **Outcome**<br>Corrective action required by the Licensee.<br>Warning Letter issued. |

# 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 |
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| Caine Gadde | December 12, 2014 |