

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: October 28, 2014	Name of Inspector: Ed Lum
Inspection Type: Mandatory Reporting Inspection	
Licensee: 1814124 Ontario Inc. / 175-181 Niagara Street, St. Catharines, ON L2R 4M1 (the "Licensee")	
Retirement Home: Niagara Gardens Retirement Manor / 175-181 Niagara Street, St. Catharines, ON L2R 4M1 (the "home")	
Licence Number: S0195	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance. 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 Thursday October 9, 2014, the HR Manager learned of an emotional abuse incident that had occurred on Saturday September 27, 2014. This incident involved a staff member witnessing another staff member putting a feces soiled brief to the face of resident, and calling the resident "bad". The HR Manager completed the initial documentation and commenced an investigation. The inspection confirmed that the HR Manager did not; complete a full investigation, report to the RHRA and notify the SDM of the abuse incident, in accordance with the home's abuse and neglect policy. The Licensee failed to ensure that the policy was complied with.
Outcome Corrective action required by the Licensee. 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 December 16, 2014
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