

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

Inspection Information	
Date of Inspection: October 17, 2014	Name of Inspector: Rachelle Harber
Inspection Type: Mandatory Reporting Inspection	
Licensee: River Road Retirement Residence Inc. / 4067 River Road, Niagara Falls, ON L2E 3E5 (the "Licensee")	
Retirement Home: River Road Retirement Residence / 4067 River Road, Niagara Falls, ON L2E 3E5 (the "home")	
Licence Number: S0121	

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

NON-COMPLIANCE
<p>1. 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"> (a) the nature of each verbal or written complaint; (b) the date that the complaint was received; (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; (f) any response made in turn by the complainant.
<p>Inspection Finding</p> <p>The home reported that a resident and their partner complained that the bathroom ceiling in their room leaked. There is no written record of the complaint regarding the leaky ceiling. There is no written record to indicate how long the ceiling had been leaking or when it was repaired.</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. 19; Maintenance.</p>

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

19. (1) Every licensee of a retirement home shall ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.

Inspection Finding

Staff reported that the homes roof was leaking which led to a leak in several rooms in the home including the bathroom ceiling one room. There is no documented evidence to show when the repairs were made to the roof or the rooms including the leaking bathroom ceiling.

Outcome

Corrective action taken by the Licensee

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

65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,
(f) fire prevention and safety;

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.

Inspection Finding

There is no documented evidence to support that a staff member was trained in fire prevention and safety. Further, there is no documented evidence to support that all staff are trained in the homes procedure for a person to complain to the licensee.

Outcome

Corrective action taken by the Licensee

4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 60; Safety standards.

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

60. (3) Every licensee of a retirement home shall comply with all prescribed safety standards for the home, including standards with respect to fire, safety and public health requirements and emergency evacuation plans.


<p>Inspection Finding</p> <p>On September 9, 2014, the smoke detector in a resident's room was disconnected by staff because it was beeping. On September 14, 2014, staff documented that the smoke detector was repaired. On October 17, 2014, the smoke detector was not in working order as witnessed by Manager and Inspector. It was repaired the same day, October 17, 2014. Staff did not follow the home's fire plan which states that staff is to ensure that dwelling unit smoke alarms are maintained in operating condition.</p>
<p>Outcome</p> <p>Corrective action taken by the Licensee</p>
<p>5. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Information for residents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>54. (1) Every licensee of a retirement home shall ensure that,</p> <p style="padding-left: 40px;">(c) the package of information is accurate and revised as necessary;</p>
<p>Inspection Finding</p> <p>On page 2 of the Information Package, it states that the home has 24 hour security monitoring service. On page 4, it states that there are security alarms on all exterior doors from the building which, along with the resident-staff communication and response system are centrally monitored. Staff confirmed that the home does not have 24 security monitoring service and is not centrally monitored. The exterior doors are alarmed at night and not during the day.</p>
<p>Outcome</p> <p>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/>

Signature of Inspector 	Date January 7, 2015
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