

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

Inspection Information	
Date of Inspection: November 27, 2014	Name of Inspector: Ed Lum
Inspection Type: Mandatory Reporting Inspection	
Licensee: Schlegel Villages Inc. / 325 Max Becker Drive, Kitchener, ON N2E 4H5 (the "Licensee")	
Retirement Home: The Village of Tansley Woods / 4100 Upper Middle Road, Burlington, ON L7M 4W8 (the "home")	
Licence Number: S0227	

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 the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>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.</p>
<p>Inspection Finding</p> <p>On Sunday November 23, 2014, staff and managers were informed of a physical abuse that had occurred on Saturday November 22, 2014. An external care worker had witnessed the daughter of a resident slap her father once across the face. The incident was investigated internally but the incident was not reported to the Police immediately in accordance with the Licensee's policy on Prevention of Abuse. The Licensee failed to ensure that the policy was complied with.</p>
<p>Outcome</p> <p>Corrective action scheduled to be completed by the Licensee by January 15, 2014.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Contents.</p> <p>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>

67. (5) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,
(f) set out the consequences for those who abuse or neglect residents;

15. (3) The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67
(4) of the Act shall,

(d) provide that the licensee of the retirement home shall ensure that the resident's substitute
decision-makers, if any, and any other person specified by the resident,

(i) are notified immediately upon the licensee becoming aware of an alleged, suspected or
witnessed incident of abuse or neglect of a resident that has resulted in a physical injury or
pain to a resident or that causes distress to a resident that could potentially be detrimental to a
resident's health or well-being,

(ii) are notified within 12 hours upon the licensee becoming aware of any other alleged,
suspected or witnessed incident of abuse or neglect of a resident;

(b) contain procedures and interventions to deal with persons who have abused or neglected or
allegedly abused or neglected residents, as appropriate;

(e) provide that the licensee of the retirement home shall ensure that the resident and the
resident's substitute decision-makers, if any, are notified of the results of an investigation described
in clause 67 (5) (e) of the Act immediately upon the completion of the investigation;

Inspection Finding

The Licensee's Prevention of Abuse policy does not include the listed prescribed requirements.

Outcome


Corrective action scheduled to be completed by the Licensee by January 30, 2014.

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 Manager 	Date January 7, 2015
---	-------------------------