RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: November 14, 2014	**Name of Inspector:** Corina Gadde
Inspection Type: Compliance Inspection	
Licensee: 1578200 Ontario Inc. / 1110 Finch Avenue W., Unit 814, Toronto, ON M3J 2T2 (the "Licensee")	
Retirement Home: Chateau Glengarry / 105 Saint Paul Street E., Alexandria, ON K0C 1A0 (the "home")	
Licence Number: N0145	

Purpose of Inspection
The RHRA conducts compliance inspections as set out in section 77(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE

1. **The Licensee failed to comply with RHA, S.O. 2010, c. 11, s. 65; Obligations of licensee re Staff.**
   The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.

Specifically, the Licensee failed to comply with the following subsections:

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;

(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;

(f) fire prevention and safety

s. 65. (5) The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this section:

3. Behaviour management.

s. 14. (1) 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

The licensee did not demonstrate that staff at the home received training in the Residents Bill of Rights, Whistle-blowing protection, PASD policy, or the complaints procedure. Direct care staff had not received training in behaviour management.
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
Caine Gadde	January 9, 2015