

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

Inspection Information	
Date of Inspection: November 27, 2014	Name of Inspector: Heather Buchanan
Inspection Type: Routine Inspection	
Licensee: The Royale GP Corporation / 302 Town Centre Boulevard, Markham, ON L3R 0E8 (the "Licensee")	
Retirement Home: The Royale Kingston / 2485 Princess Street, Kingston, ON K7M 3G1 (the "home")	
Licence Number: N0197	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) 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. 25; Emergency plan, retirement home with more than 10 residents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>25. (2) The licensee shall ensure that the development of the emergency plan includes, (b) identification of hazards and risks that may give rise to an emergency affecting the home, whether the hazards and risks arise within the home or in the surrounding vicinity or community, and strategies to address those hazards and risks.</p> <p>25. (3) The licensee shall ensure that the emergency plan provides for the following:</p> <ol style="list-style-type: none"> 1. Dealing with, <ol style="list-style-type: none"> ii. community disasters, iii. violent outbursts, iv. bomb threats, v. medical emergencies, vi. chemical spills, vii. situations involving a missing resident, viii. loss of one or more essential services.
<p>Inspection Finding</p> <p>There has been no identification of hazards and risks that may give rise to an emergency affecting the home. The contents of the home's Emergency Plan are not home specific and contain many blank corporate templates which have not been completed.</p>


<p>Outcome Corrective action taken by the Licensee.</p>
<p>2. 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> <p>15. (3) The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,</p> <p style="padding-left: 40px;">(g) provide that the licensee of the retirement home shall ensure that,</p> <p style="padding-left: 80px;">(iii) the results of the analysis undertaken under subclause (i) are considered in the evaluation mentioned in subclause (ii),</p>
<p>Inspection Finding</p> <p>The evaluation of the effectiveness of the home’s abuse policy conducted under s. 15(3)(g)(ii) does not take into account the results of the analysis of every incident of abuse or neglect of a resident at the home.</p>
<p>Outcome Corrective action taken by the Licensee.</p>
<p>3. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <p style="padding-left: 40px;">(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p> <p style="padding-left: 40px;">(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p> <p style="padding-left: 40px;">(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;</p>
<p>Inspection Finding</p> <p>The behaviour management strategy provided does not include techniques, or strategies for interventions, to prevent and address resident behaviours that pose a risk. It does not include strategies for monitoring residents with demonstrated behaviours that pose a risk to the resident or others in the home.</p>
<p>Outcome 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 13, 2015
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