RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: December 2, 2014	**Name of Inspector:** Gerry Lawrence
Inspection Type: Mandatory Reporting Inspection	
Licensee: Rollins Investments Inc. / 199 Front Street, Belleville, ON K8N 5H5 (the "Licensee")	
Retirement Home: The Carriage House Retirement Residence / 60 Bond Street, Oshawa, ON L1G 8C9 (the "home")	
Licence Number: T0175	

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

NON-COMPLIANCE
1. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management. Specifically, the Licensee failed to comply with the following subsection(s): **23. (1)** Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes, (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home; (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;
Inspection Finding The home's written behaviour management policy does not include strategies for interventions to prevent and address resident behaviours that pose a risk and strategies for monitoring residents that have demonstrated behaviours that pose a risk
Outcome Corrective action scheduled to be completed by February 16, 2015 by the Licensee.
2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Contents. **The Licensee failed to comply with O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect.** Specifically, the Licensee failed to comply with the following subsection(s):

67. (5) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,

(e) contain procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents;

(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,

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

(c) identify measures and strategies to prevent abuse and neglect;

Inspection Finding

The home's Policy of Zero Tolerance for Abuse and Neglect does not include procedures for investigating and responding to suspicion, allegation, witnessed abuse and neglect; and does not include consequences for those who abuse or neglect residents. In addition the home's Policy does not include training on relationship between power imbalances and potential for abuse/neglect; and does not include procedures to deal with persons who have abused/neglected residents and strategies to prevent abuse/neglect.

Outcome

Corrective action scheduled to be completed by February 16, 2015 by the Licensee.

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 20, 2015