

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

Inspection Information	
Date of Inspection: December 23, 2014	Name of Inspector: Janet Evans
Inspection Type: Mandatory Reporting Inspection	
Licensee: V!VA Retirement Communities Inc. / 3845 Bathurst Street, Toronto, ON M3H 3N2 (the "Licensee")	
Retirement Home: V!VA Mississauga Retirement Community / 5575 Bonnie Street, Mississauga, ON L5M 0N8 (the "home")	
Licence Number: T0026	

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>The Licensee received a complaint on November 2, 2014, related to theft and of possible verbal abuse and physical mistreatment by staff. The Licensee failed to follow their policy of zero tolerance of abuse and neglect in that they did not report the theft to the police and they did not report the allegations to RHRA.</p>
<p>Outcome</p> <p>Corrective action scheduled to be completed by the Licensee by February 9, 2015.</p>
<p>2. 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>

- (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 Wellness manager confirmed that staff had not followed procedure for initiating behaviour tracking documentation for a behaviour incident which occurred on December 13, 2014 or notification of management of an incident. While the plan of care had been updated as per the Licensee's behaviour management strategy, it did not include all behaviours for the resident (i.e. depression; wandering).

Outcome


Corrective action scheduled to be completed by the Licensee by March 2015.

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 29, 2015
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