

## FINAL INSPECTION REPORT

### Under the *Retirement Homes Act, 2010*

Inspection Information	
<b>Date of Inspection:</b> November 18, 2014	<b>Name of Inspector:</b> Heather Buchanan
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> 1073686 Ontario Inc / 462 Adair Road, Tamworth, ON K0K 3G0 (the "Licensee")	
<b>Retirement Home:</b> Adair Place / 462 Adair Road, Tamworth, ON K0K 3G0 (the "home")	
<b>Licence Number:</b> N0046	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</b></p> <p><b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Contents.</b></p> <p><b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 74; Licensee's duty to respond to incidents of wrongdoing.</b></p> <p><b>The Licensee failed to comply with O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>67. (4)</u></b> 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><b><u>67. (5)</u></b> At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,</p> <ul style="list-style-type: none"> <li>(c) provide for a program for preventing abuse and neglect;</li> <li>(e) contain procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents;</li> </ul> <p><b><u>74.</u></b> Every licensee of a retirement home shall ensure that,</p> <ul style="list-style-type: none"> <li>(a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated: <ul style="list-style-type: none"> <li>(i) abuse of a resident of the home by anyone,</li> </ul> </li> </ul>

**15. (2)** The procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents described in clause 67 (5) (e) of the Act shall include details outlining who will undertake the investigation and who will be informed of the investigation.

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

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

### **Inspection Finding**

The Licensee did not follow its own policy on zero tolerance of abuse and neglect in that it did not immediately report the incident to the Retirement Homes Regulatory Authority. The Licensee did not immediately investigate the incidents of abuse with respect to a resident. The Licensee's policy to promote zero tolerance of abuse and neglect of residents does not contain all of the required information.

### **Outcome**

Corrective action has been taken by the Licensee.

**2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Additional training for direct care staff.**

**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):

**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.

**23. (1)** Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

- (a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (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;
- (d) protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk to the resident or others in the home.

**Inspection Finding**

The Licensee failed to fully develop and implement a behaviour management strategy. The home failed to develop specific strategies and interventions to address ongoing behaviours of a resident, thus putting other residents of the home at possible risk of harm. The Licensee did not ensure that all staff that provides care services had been trained with respect to behaviour management.

**Outcome**


Corrective action has been taken 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 30, 2015
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