RHRA Retirement Homes Regulatory Authority

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

| **Inspection Information** | |
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| **Date of Inspection:** January 29, 2015 | **Name of Inspector:** Michael Hickey |
| **Inspection Type:** Mandatory Reporting Inspection | |
| **Licensee:** 1499413 Ontario Inc. / 99 Walford Road, Sudbury, ON P3E 6K3 (the "Licensee") | |
| **Retirement Home:** The Walford Thunder Bay / 20 Pine Street, Thunder Bay, ON P7A 5X1 (the "home") | |
| **Licence Number:** N0171 | |

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

| **NON-COMPLIANCE** |
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| **1. The Licensee failed to comply with O. Reg. 166/11, s. 20; Food preparation.**<br>**The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records.**<br><br>Specifically, the Licensee failed to comply with the following subsection(s):<br><br>**20. (1)** Every licensee of a retirement home shall ensure that this section is complied with whenever food is prepared in the home.<br><br>**20. (2)** The licensee shall ensure that all foods and fluids used in food preparation are prepared, stored, and served using methods to prevent contamination and food borne illness.<br><br>**20. (3)** The licensee shall implement procedures for each of the following matters and ensure that all staff involved in preparing food receives adequate training in them and are retrained annually:<br>1. The safe handling and storage of food, including how to maintain food at an appropriate temperature and how to practice good hand hygiene.<br><br>**55. (5)** A licensee of a retirement home shall keep records proving compliance with the Act and this Regulation in relation to,<br>(c) the skills, qualifications and training of the staff who work in the home; |
| **Inspection Finding**<br>An allegation of suspected abuse of a resident was filed with the RHRA. Inspection evidence did not support the allegation. A review of the incident revealed a secondary issue of minimally trained staff preparing food for the residents. Residents were served an improperly prepared meal as the result of under-cooked meat products. The Licensee failed to maintain or keep records demonstrating that the staff who work in the home have received prescribed training in safe food handling and procedures in serving methods to prevent food borne illness. |

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| **Outcome**<br>Corrective action 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 |
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|  | March 2, 2015 |