

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

Inspection Information	
<b>Date of Inspection:</b> February 25, 2015	<b>Name of Inspector:</b> Corina Gadde
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> HCN-Revera Lessee (Colonel By) LP / 55 Standish Court, Mississauga, ON L5R 4B2 (the "Licensee")	
<b>Retirement Home:</b> Colonel By / 43 Aylmer Avenue, Ottawa, ON K1S 5R4 (the "home")	
<b>Licence Number:</b> N0251	

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 O. Reg. 166/11, s. 41; Dementia care program.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>41. (2)</b> The program shall include, (b) monitoring the resident for safety and wellbeing;</p>
<p><b>Inspection Finding</b></p> <p>The Licensee did not demonstrate the dementia care program included monitoring the safety and well-being of a resident.</p>
<p><b>Outcome</b></p> <p>Corrective action has been taken by the Licensee.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (4)</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>Inspection Finding</b></p>

The Licensee did not comply with their abuse policy for the February 15th incident involving a resident. Staff who responded to the incident did not report the allegations of abuse and neglect to management. Follow up did not include an investigation into the neglect part of the allegation, and the conclusion of the abuse investigation was not documented.

**Outcome**

Corrective action has been taken by the Licensee.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.**

Specifically, the Licensee failed to comply with the following subsection(s):

- 65. (2)** Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,
- (b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;

**Inspection Finding**

A PSW was not trained on the home's policy to promote zero tolerance of abuse and neglect of residents.

**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  <i>Caine Gadde</i>	Date  March 19, 2015
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